

Wake Transit Update

FY 2020 Draft Wake Transit Work Plan & GoWake Access Recommendations



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Purpose for Today's Presentation

- Review Draft FY 2020 Wake Transit Work Plan
- Hear consultant recommendations on Coordinated Human Services Transportation Plan and how it relates to GoWake Access
- Discuss City of Raleigh request for County federal transit funds

Draft Goal Language from January Retreat

Goal: Establish a deliberate and realistic approach to address growth and mobility while preserving our environment and enhancing our quality of life.

Objective: Guide the implementation of the Wake County Transit Plan.

Initiatives:

1. Monitor and oversee the deliverables and processes established by the transit governance interlocal agreement.
2. Encourage best development practices and create affordable housing opportunities in areas identified for transit investment.
- 3. Expand opportunities and implement strategies to address affordability of transit services and needs in vulnerable communities and rural areas.**
4. Identify and recommend multi-modal transportation opportunities to support the transit plan.

FY 20 Draft Wake Transit Work Plan

Draft Wake Transit Work Plan released February 1st for comment.

www.goforwardnc.org/waketransit

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The fiscal year 2020 draft Wake Transit Work Plan is now available!

Each year, the Transit Planning Advisory Committee votes to recommend the annual Wake Transit Work Plan to both the NC Capital Area Metropolitan Planning Organization Executive Board and the GoTriangle Board of Trustees for their approval.

The FY20 draft Wake Transit Work Plan builds on the services implemented in FY19 by balancing the careful use of taxpayer dollars with thoughtful transit improvements and by allocating money toward project-level studies and the next steps of major capital investments such as the commuter rail and bus rapid transit projects.

Want to provide comments on the work plan? Submit them using the box below. The official comment period for the plan will be open until **March 3, 2019**.

[Draft Wake Transit FY2020 Work Plan \[PDF\]](#)

[Powerpoint \[PDF\]](#)

[Factsheet \[PDF\]](#)

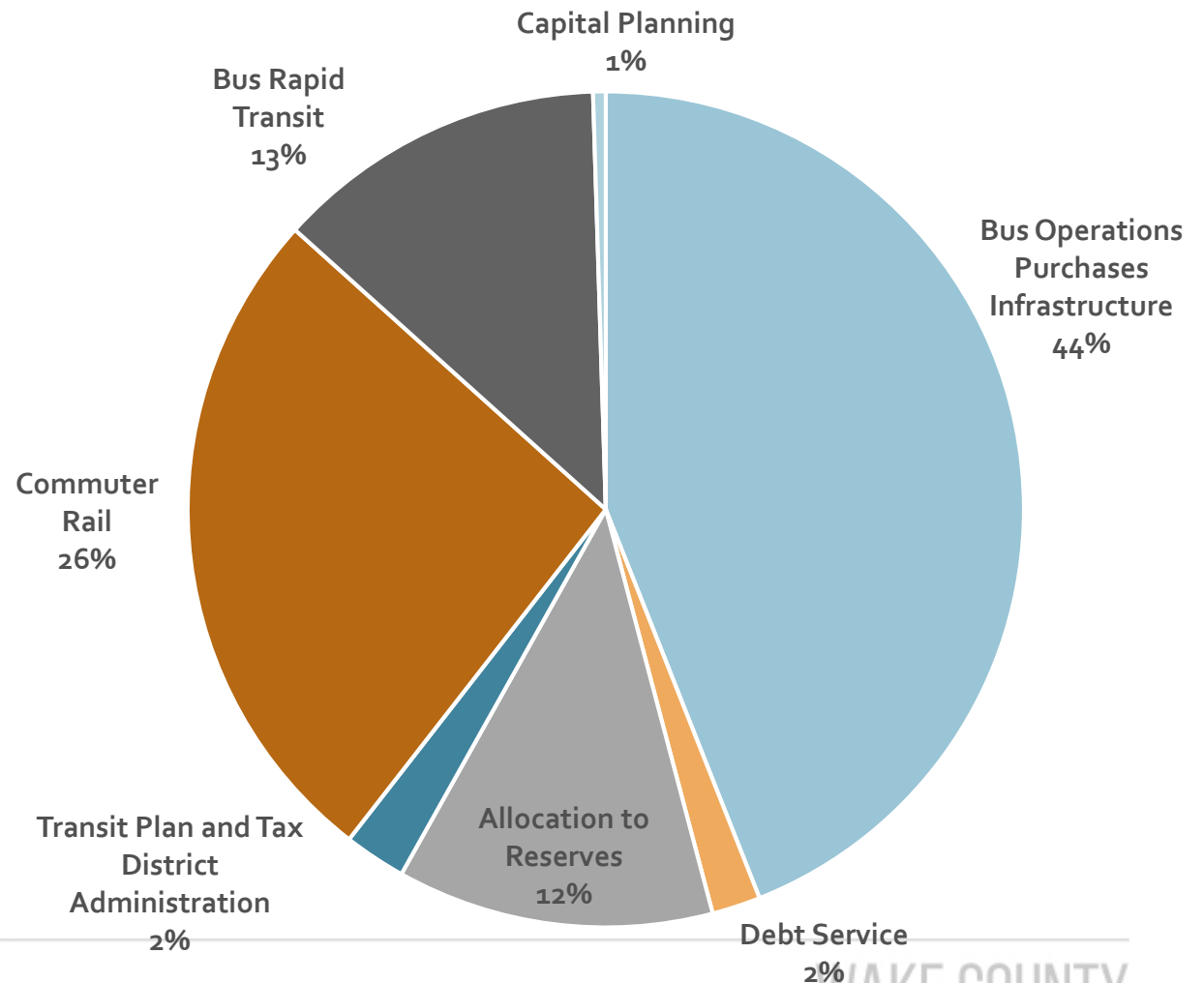
[Handout \[PDF\]](#)

Revenues

Half-cent local option sales tax	\$91.3 million
Vehicle rental tax	\$4.3 million
\$7 vehicle rental fee	\$6.6 million
\$3 vehicle rental fee	\$2.8 million
Total Local	\$105 million
Other (Federal, state, fares, prior year funds, debt proceeds)	\$58.4 million
TOTAL	\$163.4 million

Dollars are part of the Triangle Tax District, not Wake County General Fund

Expenditures



For Fiscal Year 2020: July 1, 2019 – June 30, 2020

Lives will be transformed as more Wake County homes are connected to job, educational and recreational opportunities!



- **Routes 20 & 20L:** **NEW** routes providing all-day weekday service from downtown Raleigh to Garner, with connections to White Oak Shopping Center.
- **Route 33:** **NEW** route providing all-day weekday service between Knightdale and a new transfer center in East Raleigh.
- **Rolesville Express:** **NEW** route connecting Rolesville with Triangle Town Center, operating during peak periods.



- **Route HSX:** **NEW** Express Route serving Holly Springs and Apex, during peak travel times Mon-Fri.



- **2,360** additional trips will be provided for elderly, disabled and rural Wake residents currently not on a fixed bus route.



- **Route 310:** Replaces Route 300, providing hourly midday and evening service between Cary and the Regional Transit Center (RTC), and 30-minute shuttle service from the RTC to the Wake Tech RTP campus.
- **Route NRX:** This **NEW** express service will run along I-540 from Triangle Town Center to the RTC, operating hourly during peak times Mon-Fri.

*Holly Springs and Rolesville will be served for the **first time** by transit!*

Additional Transit Investments

For Fiscal Year 2020: July 1, 2019 – June 30, 2020



Mobile Ticketing

A new technology that would allow customers to use their smart phones to buy and use bus passes.



Bus Stop Improvements

Including benches, shelters, signage, lighting and ADA access ramps at new and existing bus stops.



Fare Capping

A system that would allow single fares paid by riders to be “capped” when they reach the cost of an unlimited-ride pass.



Wake Tech Park and Ride

GoTriangle’s Route FRX will begin directly serving Wake Tech’s campus with an on-campus park and ride. This park and ride will replace the current Hilltop Shopping Center location.

Fare Integration Study Goals



Improve
Regional
Coordination



Balance **Revenue**
and
Ridership Goals



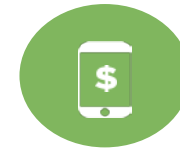
Improve
Passenger
Experience



Improve **Pass**
Distribution &
Sales



Make Transit An
Affordable Option



Explore New
Fare Technologies

Wake Transit Providers Have the Lowest Fares of Peer Systems

Region	Cash	Day Pass	10-Ride Pass	7-Day Pass	Monthly Bus Pass
Wake/ Durham (Multiple)	\$1.00-\$1.50	\$2.00-\$3.00	N/A	\$12.00	\$36.00-\$45.00
Seattle (Multiple)	\$2.75	\$8.00*	N/A	N/A	\$99.00
Portland (TriMet)	\$2.50	\$5.00	N/A	N/A	\$100.00
Phoenix (Valley Metro)	\$2.00	\$4.00	N/A	\$20.00	\$64.00
Denver (RTD)	\$2.60	\$5.20	N/A	N/A	\$99.00
Boston (MBTA)	\$2.00	N/A	N/A	\$21.25	\$55.00
Charlotte (CATS)	\$2.50	N/A	\$22.00	\$30.80	\$88.00

The Suggested Fare Structure Remains the Lowest of System Peers

Fares/Multipliers	Local	Regional/ Express
Base	\$1.25	\$2.50
Day Pass	\$2.50	\$5.00
7-Day Pass	\$12.00	\$24.00
31-Day Pass	\$40.00	\$80.00
Base Discount	\$0.60	\$1.25
Discount Day Pass	\$1.25	\$2.50
Discount 7-Day Pass	\$6.00	\$12.00
Discount 31-Day Pass	\$20.00	\$40.00

Consistent fare pricing, and discount policies

- Consistent discount categories
 - Under 18/65+ – Free
- Consistent products
 - Offer 15% discount for Day Pass bundles for individuals
 - Offer 25% discount for nonprofits
 - Continue to offer Value Cards
 - Sell only Day Passes on-board

Summer 2019 Will Bring Fare Adjustments

- Implement suggested fare structure
- Establish revised pass sales agreement and discount guidelines amongst providers
- Pursue new sales partnerships with retail and community outlets
- Expand GoPass program to varied sizes of employers
- Establish guidelines for fare adjustments
- Implement regionwide discount ID



Goal of Early 2020 to Implement Technology and Fare Capping

- Implement mobile ticketing
- Implement fare capping
- Consider implementation of smartcards



For Fiscal Year 2020: July 1, 2019 – June 30, 2020

Nearly \$63 million (39%) of transit-dedicated revenue collected in the next fiscal year allocated to:



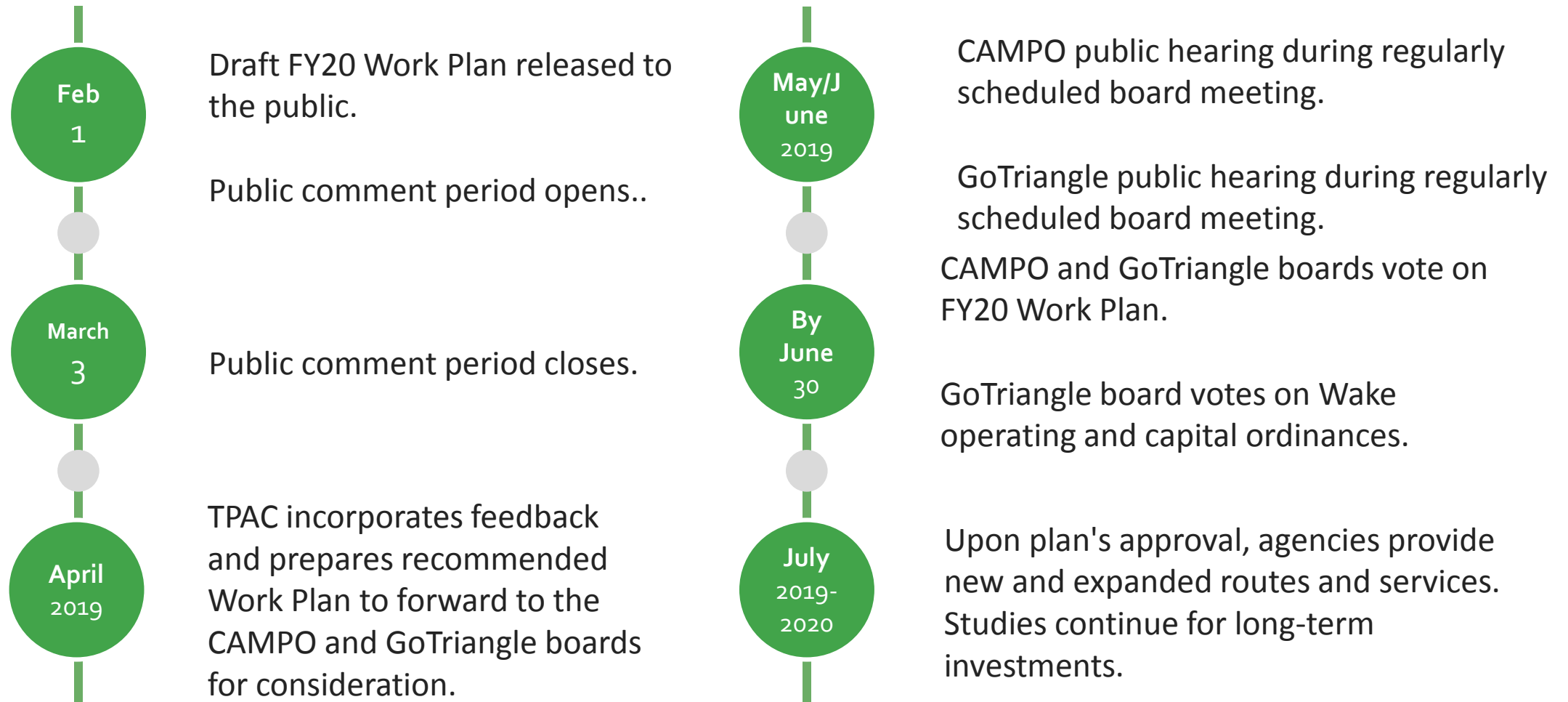
Bus Rapid Transit (BRT): The City of Raleigh is working on advancing four BRT projects included in the Wake Transit Plan. BRT corridors will operate east, west, south and north from downtown connecting to Cary, Garner, WakeMed, NC State and other key destinations.

- ***The New Bern bus rapid transit corridor will be submitted this spring for FTA funding consideration! Funding for other BRT corridors is identified for environmental review and beginning design.***



Commuter Rail Transit: Rail service from Garner to Downtown Raleigh, N.C. State University, Cary, Morrisville and the Research Triangle Park continuing to Durham. The commuter rail plan will invest in additional rail infrastructure to provide comfortable passenger service that allows riders to relax or work on their way to key destinations.

WORK PLAN APPROVAL TIMELINE



Feedback on Draft Wake Transit Work Plan

- What is the Board's reaction to the proposed projects in the FY 2020 Draft Wake Transit Work Plan?
- Are there areas of importance that the Board wants to reiterate as part of the feedback provided to TPAC?



GoWake Access

BOC Requested Study of GoWake Access

Wake Bus Plan – Included Review as Part of Coordinated Human Services Transportation Plan Scope

- Create a 5-year strategic plan to meet Wake County / Raleigh urbanized area non-Medicaid human service transportation needs
- Identify transportation options that will meet Wake County / Raleigh rural and human transportation needs
- Develop strategies and recommendations that are coordinated with, and complementary to, the Wake Transit Bus Plan
- Meet federal requirements for access to funding

Adopted Wake Transit Plan - Fourth Big Move: Enhanced Access to Transit

“The Transit Plan will improve non-fixed route paratransit service by increasing funds for GoWake Access (serving non-urbanized Wake County).”

ENHANCED ACCESS TO TRANSIT



Areas Close to Fixed-Route Service

Shaded areas are within 3/4 of a mile of fixed-route bus services, regional express or intertown connections during the first 10 years of the plan.



Flexible Service Area

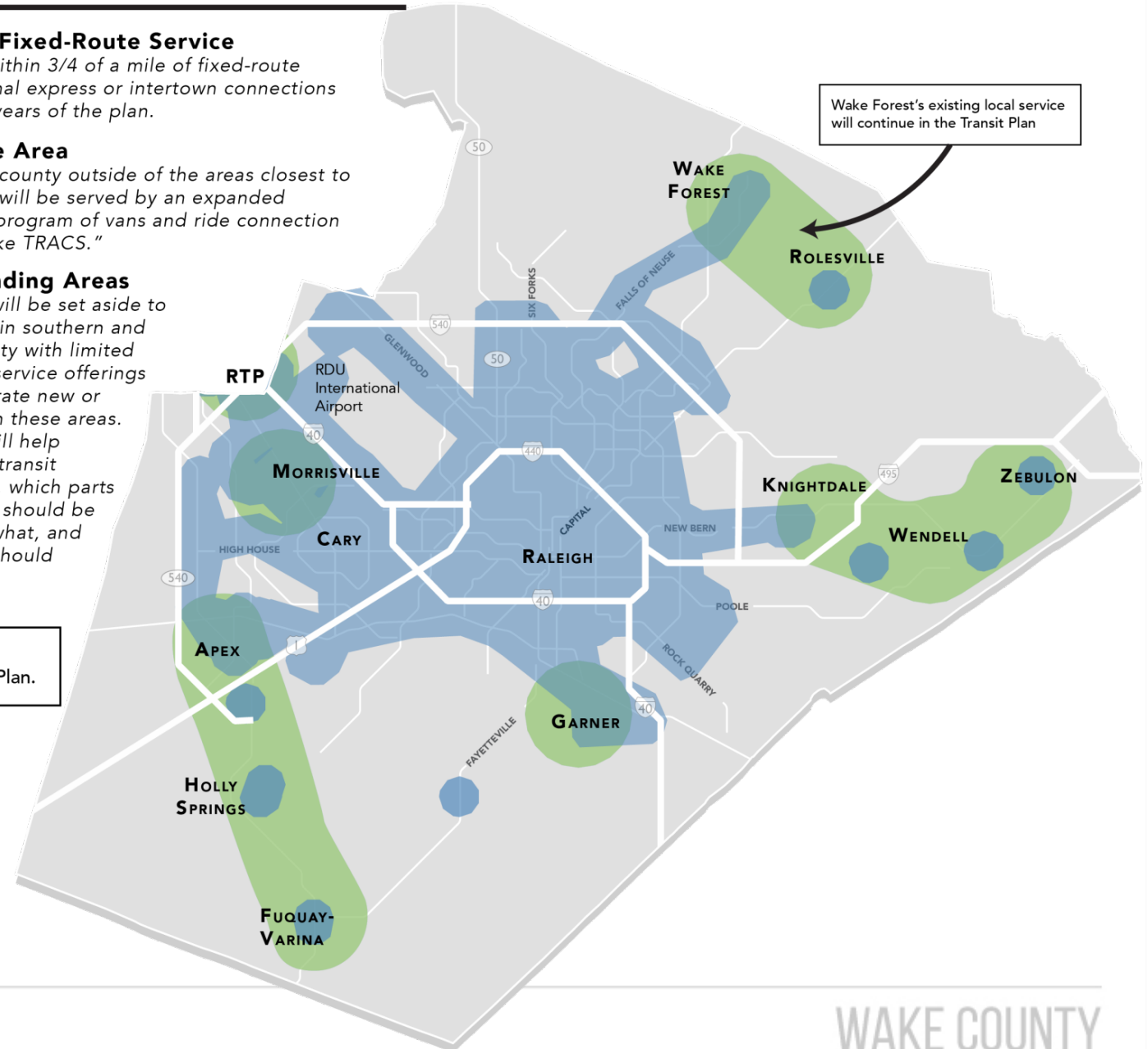
The entirety of the county outside of the areas closest to fixed-route service will be served by an expanded on-demand call-in program of vans and ride connection services called “Wake TRACS.”



Community Funding Areas

Matching funding will be set aside to partner with towns in southern and eastern Wake County with limited fixed-route transit service offerings to create or accelerate new or enhanced service in these areas. The partnerships will help determine the best transit services to provide, which parts of each community should be connected and to what, and when the services should be put in place.

Existing bus service will be roughly tripled in the Transit Plan.

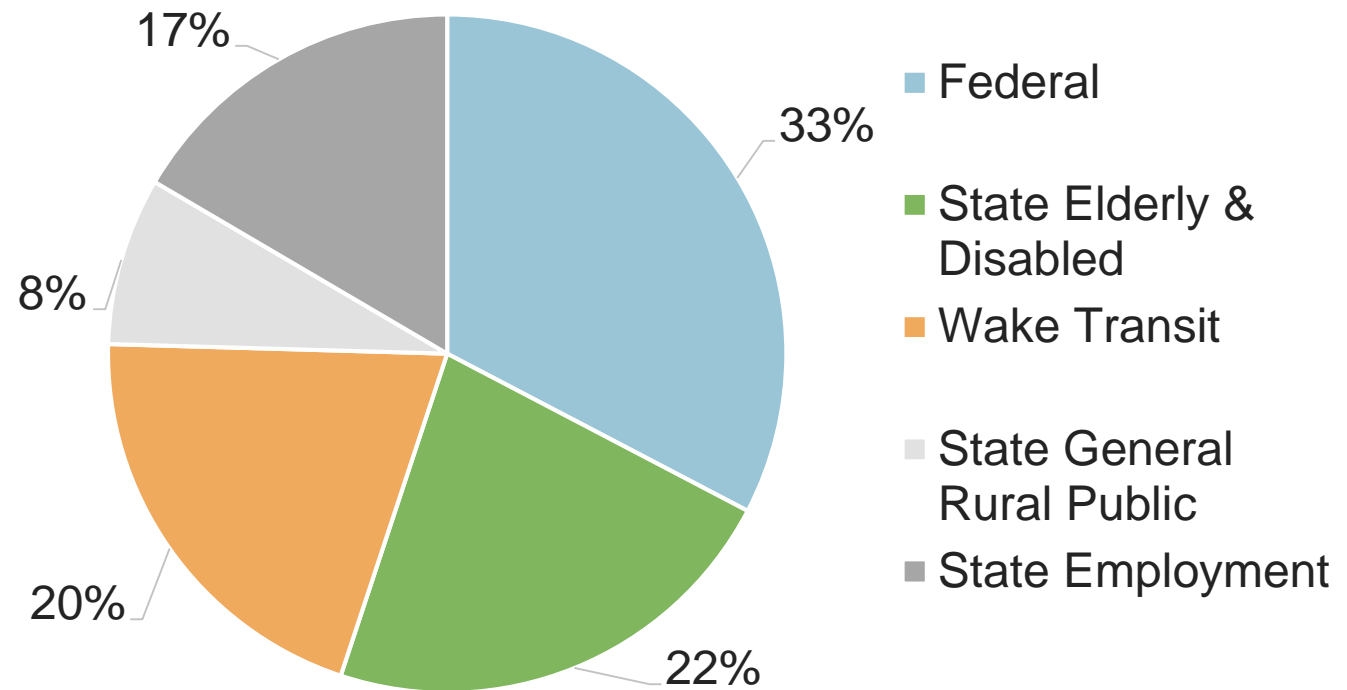


GoWake Access Provides 180,000 Trips a Year

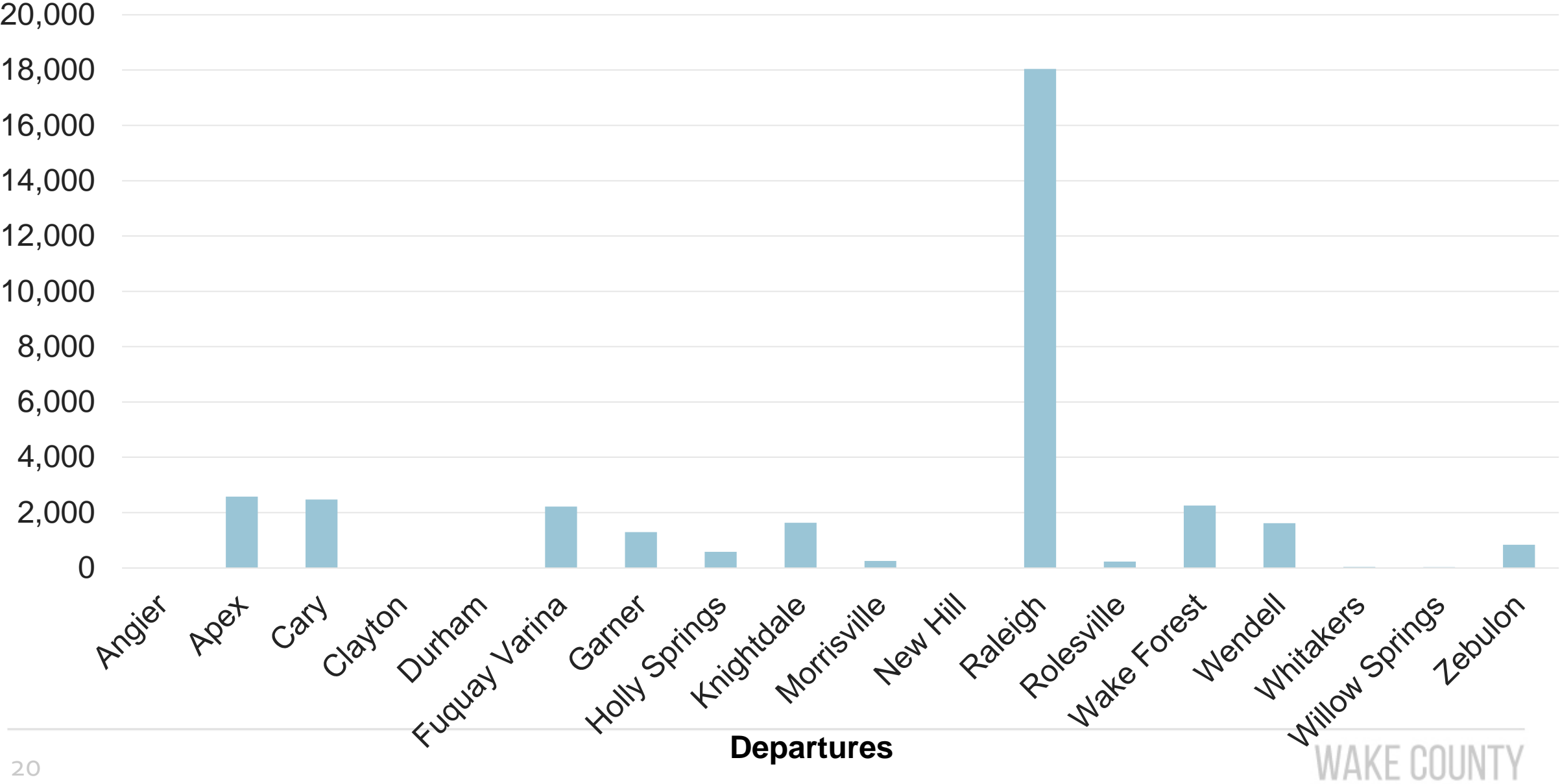


- 80% (144K) are Medicaid funded trips, portion will be impacted by Medicaid transformation
- 11% (20K) are State funded rural, employment, and elderly and disabled trips
- 5% (9K) are Wake Transit trips for anyone not within fixed route service in Wake County
- 4% (7K) are Nonprofit and Other Trips

FY 2019 Non-Medicaid Funding



Demand: 34,000 Non-Medicaid trips approx. level as GoCary or GoTriangle



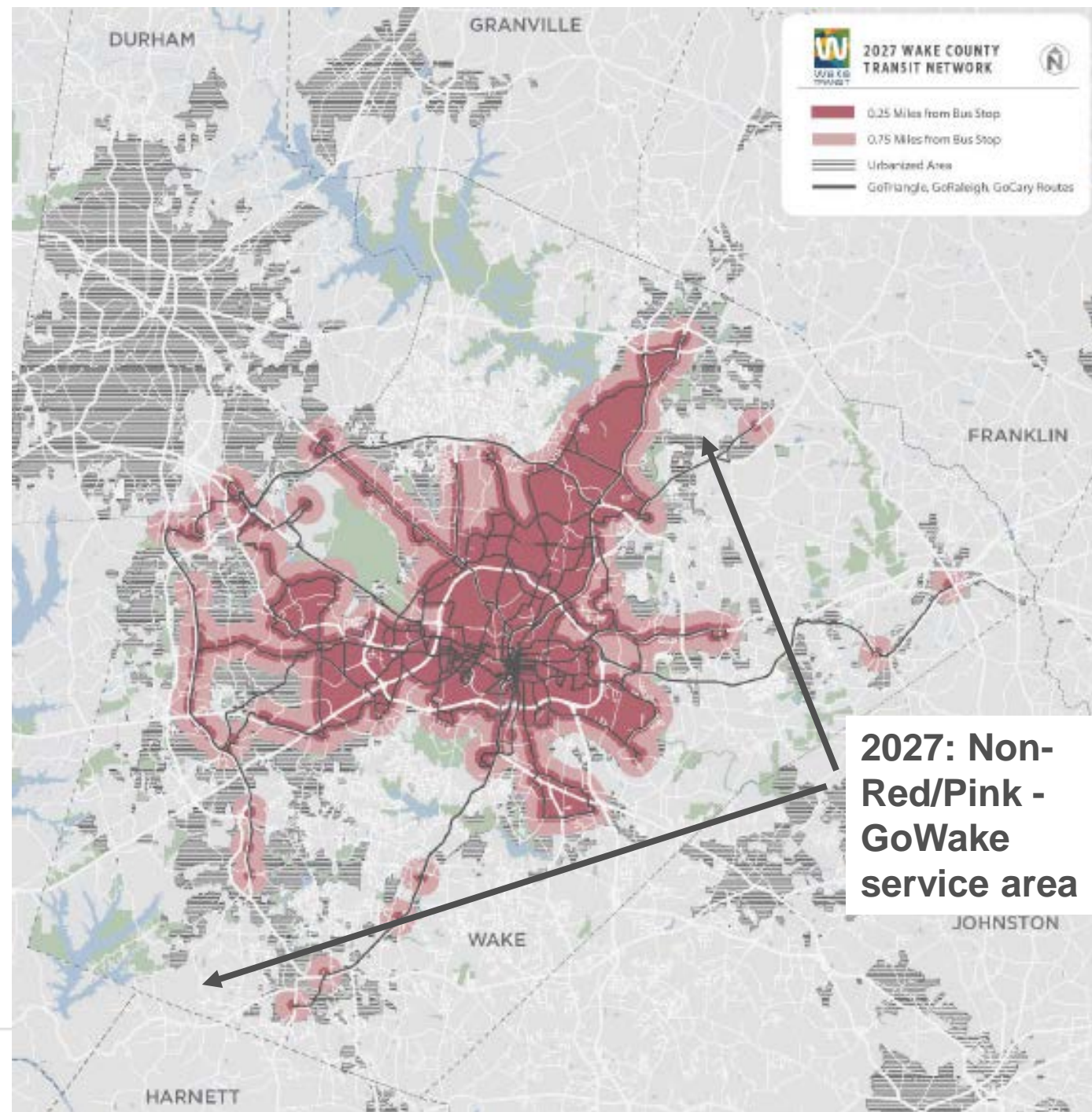
Opportunity for Improvement

- September 2017: began new contract with one vendor for all trips: MV Transportation
- On-Time Performance in December 2018: 76.8%
 - Fines paid by vendor for not meeting performance goals of contract
- Consultant under contract to provide operations assistance:
 - Fine-tuning ride scheduling software assumptions
 - Raise driver starting wage to better compete (driver shortage main attribute for on-time performance)



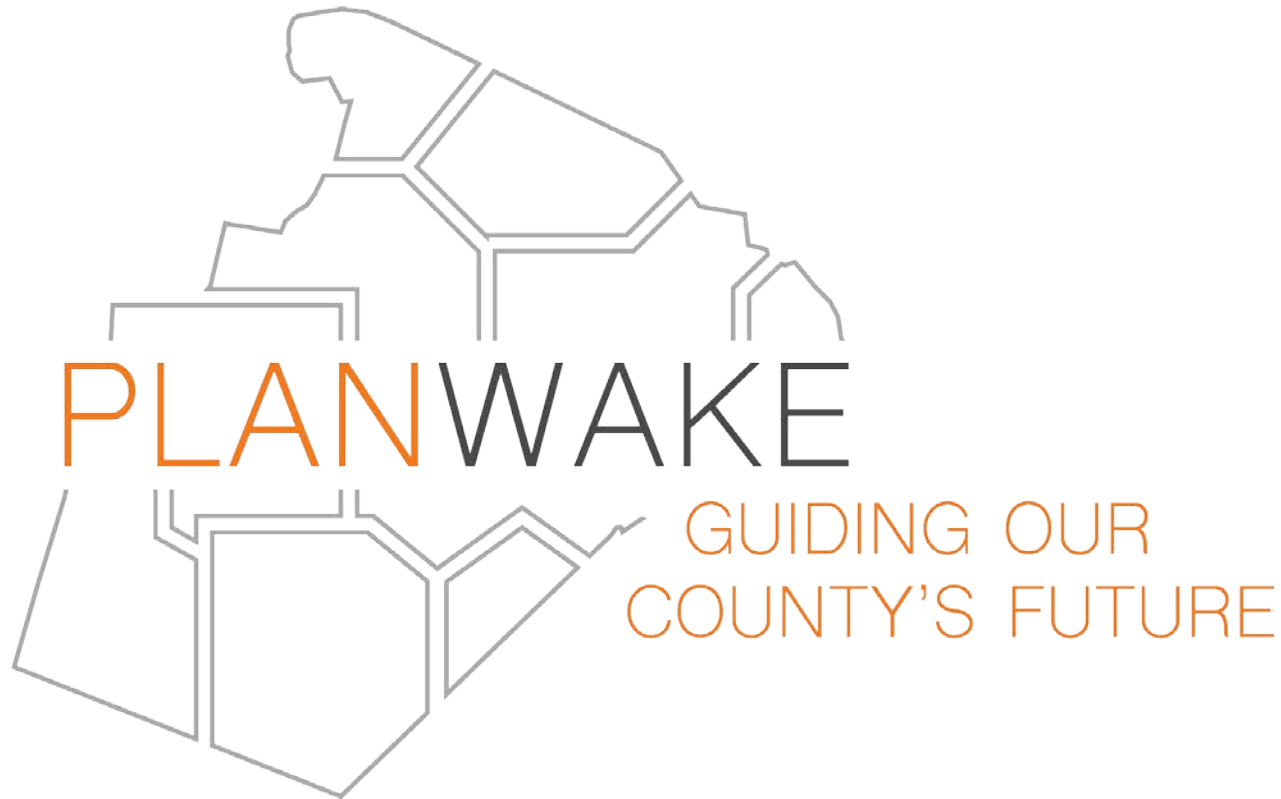
Consultant: Demand is 35K+ More Trips a Year (not Medicaid) by 2027

By 2027: Areas remain without Fixed Route Service



2027: Non-Red/Pink - GoWake service area

Consultant Findings: Outlying Areas of County Expressing Concern about Rural Transportation Options



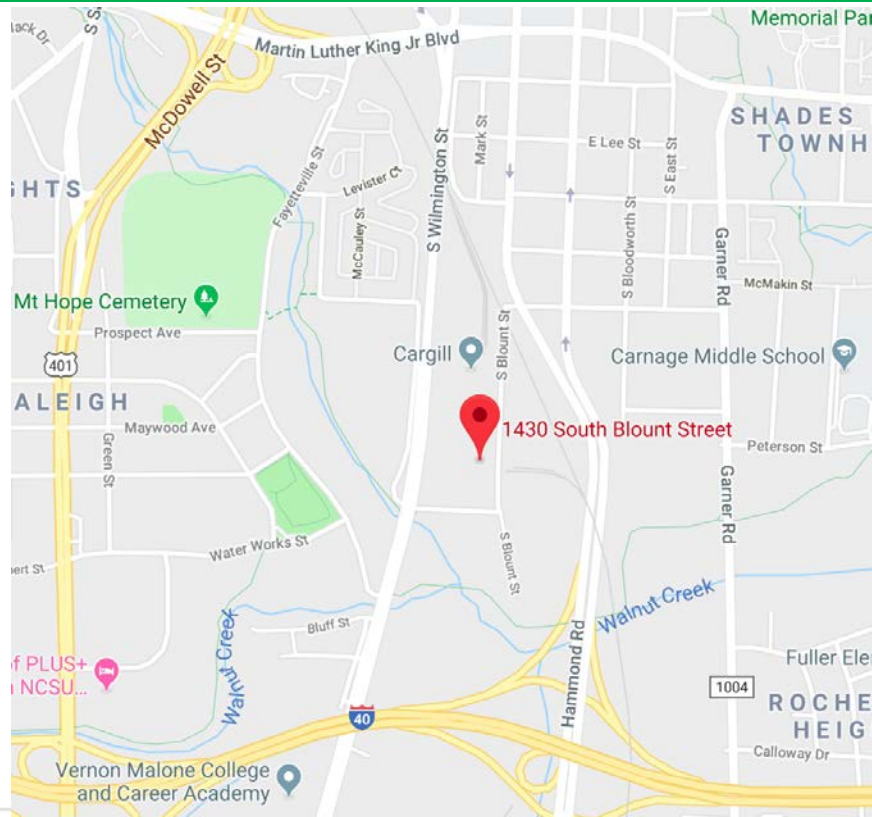
- No Transportation from mid-2000s investments in affordable and senior housing in Eastern Wake County, Southern Wake County
- Need for transportation between towns and in towns.
- While Wake County Transit Plan connects communities with express and regional service improvements, there is a need for additional services within unincorporated areas and municipal limits.

Consultant: Need to Coordinate ADA and Rural Human Services Transportation

- Recommend ADA services be standardized amongst three transit providers and coordinated with GoWake Standards and Services
- Recommend that GoRaleigh, GoCary, GoTriangle, GoWake use same independent functional assessment contractor for common eligibility process
- Recommend Centralized Call Center for Call Intake and Dispatch for GoRaleigh, GoCary, GoTriangle, GoWake with services dispatched based on eligibility and area served

New Shared Demand Response Facility

Current Site Shared by City and County: Facility Assessment Calls for Replacement or Major Renovations



Funding for New Site Identified by Wake Transit CIP; Federal Funds

- City of Raleigh will contribute \$3.4 million from its federal funds
- \$16 M programmed in Wake Transit CIP
- City is requesting Wake County contribute \$200,000 a year (County's capital sub allocation from FTA) towards facility; total of \$1 million

Consultant: Need to Implement Different Delivery Models for Some Populations

Innovative Alternatives such as Micro Transit, Taxis, Uber/Lyft

- GoRaleigh: willing to provide access to taxi app for deploying trips starting in 2019
- Fuquay-Varina and Wake County have submitted application for Wake Transit Community Funding Area Program Funds (50% Town; 50% Wake Transit) for a micro-transit partnership



Evergreen: Wood Spring Senior Apartments in Fuquay-Varina



Consultant: Develop Mobility Manager Program

- Develop mobility manager program
 - Current travel training for riders is not sufficient and does not reach enough of population
 - Results in requests for on-demand travel because they riders don't know how to navigate network
 - Increase travel training/"case worker"
 - Federal funds eligible for program: CAMPO to review federal split allocations and purposes in Spring 2019
 - Provide options that connect rural and other human services trips to express, local, and frequent bus routes

Consultant: Projected Funding in Wake Bus Plan

- An additional \$550K recommended from Wake Transit Funds by 2027
 - Over and above \$255,069 for trips and \$34,753 Partial FTE for call center already received.

	2020	2021	2022	2023	2024	2025	2026	2027
Cumulative Recommended*	331,000	437,000	523,000	607,000	687,000	761,000	828,000	888,000
Annual Change	81,000	106,000	86,000	84,000	80,000	74,000	67,000	60,000
*excludes call center								

- Funding is for total of 25,000 trips funded by Wake Transit by 2027; more trips if able to use different delivery model
- Plan includes funding for additional/replacement vehicles: 13 vehicles by 2027 (not shown in operating dollars above)

Next Steps

- Form a work group to determine agency assignment for coordinating ADA and Rural transportation eligibility and other recommendations from Wake Bus Plan Consultant.
 - Clarify FTA funding from CAMPO and City of Raleigh
 - Assign organizational responsibility for this work and staffing requirements.
- Continue to monitor existing contractor and rate model
- Further evaluation of pilots of different delivery models, including Transloc Micro-Transit, Uber, Lyft.

Questions for BOC:

- What specific feedback do you have for the consultant's recommendations?
- Is the BOC comfortable allocating the County's FTA capital funding towards a new shared facility with the City of Raleigh?
- Are there any other focus areas that we should be reviewing for GoWake Access?