

Appendix C. Public Outreach Materials

Triangle Transit Short-Range Transit Plan

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► **Where can I get more information about the Short-Range Transit Plan priorities?**

- Visit www.triangletransit.org/srtp
- Call the Service Planning phone line at (919) 485-PLAN (7526), leave a message (don't forget to leave your phone number), and a Service Planner will return your call.

► **How can I tell Triangle Transit what I think about the Short Range Transit Plan priorities?**

- Fill out an on-line comment form at <http://www.triangletransit.org/srtp/feedback>
- Send an e-mail to serviceplanning@triangletransit.org
- Call the Service Planning phone line at (919) 485-PLAN (7526)

► **What happens next?**

Triangle Transit staff will collect comments on the draft Short-Range Transit Plan (SRTP) priorities throughout April and part of May. Based on public input and additional analysis, we will assign projects to each of the five years of the plan and prepare the draft SRTP. During the month of June, we will collect feedback from stakeholders, our transit planning partners, and the public on the draft SRTP, including a public hearing tentatively scheduled for June 25. We will review and incorporate the comments received on the draft SRTP into the final SRTP, which will be brought before the Triangle Transit Board of Trustees at its July meeting for consideration of adoption.

www.triangletransit.org/srtp

(919) 485-PLAN

**short-range
transit plan**

**triangle
transit**

**short-range
transit plan**

Please share your thoughts on the future of Triangle Transit service!

► **What is the Short-Range Transit Plan?**

Triangle Transit is moving into a new phase of its development. Our goal is to provide high-quality services that exceed our customers' expectations. The Short-Range Transit Plan will guide Triangle Transit's investments of its limited resources over the next five years. Projects will include improvements to current services, introduction of new services, and coordination with other transit agencies. Your input is important to us before we make these decisions.

For more information:

**www.triangletransit.org/srtp
(919) 485-PLAN**

► Where are we now?

An important aspect of planning for the future of Triangle Transit is the evaluation of our current services. We need to be sure that the services on the ground today are the best services we can provide given the resources available, connecting people and places in a way that is reliable, safe, and easy-to-use. Our analysis of current services resulted in the following list of priority projects:

| | |
|--|---|
| Route 102 (Raleigh-Garner) | In the short term, reroute to provide more efficient service and increase frequency of service; in the long term, extend route from Garner to a park-and-ride location in Clayton |
| Route 105 (Raleigh-RTP) | Coordinate service along Hillsborough Street with CAT and Wolfline |
| Route 201 (N. Raleigh-RTP) | Convert to Express service |
| Route 301 (Raleigh-Cary-RTP) | Reroute through Perimeter Park and NC 54 between RTP and Cary; reroute to Chatham Rd/Hillsborough St/Western Blvd from Cary to Raleigh; adjust schedule for transfers between C-Tran and Triangle Transit at the Cary Train Station |
| Route 305 (Raleigh-Cary-Apex) | Extend from Apex to a park-and-ride location in Holly Springs |
| Routes 402, 403, 412, 413 (Durham-Chapel Hill-RTP) | Coordinate services in US15/501 corridor with DATA, Chapel Hill Transit, and Robertson Scholars bus; evaluate the potential for separating routes into three distinct corridors (RTP-Durham, Durham-Chapel Hill, Chapel Hill-RTP) |
| Route 420 (Hillsborough-Chapel Hill) | Increase frequency during peak period; improve schedule predictability |
| RTP Shuttles 42, 45, 46, 48, 49 | Fund study to evaluate and make recommendations to improve regional transit access to employers in RTP |
| Shuttle 747 (RDU Airport) | Fund study to evaluate and make recommendations to improve regional transit access to RDU Airport |
| Night Routes 470, 570, 670 (Raleigh, Durham, Chapel Hill, RDU Airport) | Eliminate and return to night service on routes 412, 413, 105, and Shuttle 747 |
| Weekend Service | Extend Saturday services to run on Sundays |
| On-Time Performance | Improve all bus and shuttle trips to 90% on-time arrivals at end-of-line time points |
| Park-and-Ride | Secure additional Park-and-Ride locations along current bus routes |
| Bus Stop Amenities | Improve bus stop amenities at highest use bus stops, including implementation of a real-time information system |

► Where are we going?

In addition to improving our current services, we also understand the importance of expanding transit service into new areas of our region. In order to prioritize the implementation of new services, we evaluated more than 30 travel corridors to determine their potential for new transit service. Our analysis of new services resulted in the following list of priority projects:

| | |
|--|---|
| Wake Forest to Raleigh | Hourly peak period service from a park-and-ride in Wake Forest to downtown Raleigh with a stop at Triangle Town Center. Hourly mid-day service between Wake Forest and Triangle Town Center with connections to CAT service into downtown Raleigh |
| Zebulon to Raleigh | Hourly peak period service from park-and-ride locations in Zebulon, Wendell, and Knightdale to downtown Raleigh, with a potential extension to NC State University |
| Burlington to Duke and Downtown Durham | Hourly peak period service from park-and-ride locations in Burlington, Mebane, and Hillsborough to Duke Hospitals/University and Downtown Durham |
| Durham/Person County Line to Duke and Downtown Durham | Hourly peak period service from park-and-ride locations off of US-501 near the Durham/Person County line and in north Durham to Durham Regional Hospital, Duke Hospitals/University, and downtown Durham |
| Clayton to Raleigh | Extension of existing Triangle Transit Route 102 to Garner, providing hourly peak period service from park-and-ride locations in Clayton and Garner to downtown Raleigh, with a potential extension to NC State University |
| Pittsboro to UNC and Chapel Hill | Hourly peak period service from a park-and-ride location in Pittsboro to UNC Hospitals, main campus, and downtown Chapel Hill |
| Holly Springs to NCSU and Raleigh | Extension of existing Triangle Transit Route 305 to Holly Springs, providing hourly peak period service from park-and-ride locations in Holly Springs, Apex, and Cary to NC State University and downtown Raleigh |
| Fuquay-Varina to Wake Tech and Raleigh | Hourly service all day from a park-and-ride location in Fuquay-Varina to Wake Tech (southern campus) and downtown Raleigh |

► **See the back for information on where to learn more, where to send your comments, and Triangle Transit's next steps.**

Share your thoughts on Triangle Transit's future!

Please take a few moments to fill out this feedback form and share your thoughts about what you'd like to see from us in the future. Your feedback is very important to us and will help us to prioritize future transit improvements.

Section 1: General Questions

Which of the following Triangle Transit services have you used?

(Check all that apply.)

- Regional Bus
- Express Bus
- RTP or Airport Shuttle
- Vanpool
- Paratransit
- I've never used Triangle Transit

When was the last time you used Triangle Transit?

- Within the last week
- Within the last month
- Within the last 6 months
- Within the last year
- More than one year ago
- I've never used Triangle Transit

How frequently do you, or did you, use Triangle Transit services?

- 4 - 6 days per week
- 1 - 3 days per week
- Less than 1 day per week
- Never

What is your overall perception of the quality of Triangle Transit services? *

- 5 - Excellent
- 4
- 3
- 2

1 - Poor

Section 2: Ranking Transit Improvements

Please consider the following transit improvements:

- Improve performance to 90% of trips on time
- Add 1-2 new Commuter Express routes per year for the next five years
- Improve comfort and information at bus stops
- Improve coordination between regional routes and local routes
- Add Sunday service between Durham, Raleigh, Chapel Hill, and RDU Airport Shuttle
- Add direct service to RDU Airport from downtowns, seven days per week

Please rank these improvements from most to least important, selecting each type of improvement only

Most important *

--- Select one ---

Second most important *

--- Select one ---

Third most important *

--- Select one ---

Fourth most important

--- Select one ---

Fifth most important

--- Select one ---

Least important

--- Select one ---

How would implementation of the High Priority Transit Projects affect transit services for you?

- Make them better
- No change
- Make them worse
- I don't know

Section 3: Comments

Please select the subject of your comment.

--- Select one ---

Please enter your comments below.

Section 4: Contact Information (Optional)

Name

| | |
|--|--|
| | |
|--|--|

First Last

Street Address

Address Line 2

Home Zip Code

Work or School Zip Code

Would you like to receive an email with a summary of comments received and responses from Triangle Transit? If yes, please enter your e-mail address.

1. Which of the following Triangle Transit services have you used? (Check all that apply.)

- Regional Bus
- Express Bus
- RTP or Airport Shuttle
- Vanpool
- Paratransit

2. What is your overall perception of the quality of Triangle Transit services? (Circle one.)

1 2 3 4 5
 Poor -----> Excellent

3. How frequently do you use Triangle Transit services?

- 4 - 6 days per week
- 1 - 3 days per week
- Less than 1 day per week

4. How would implementation of the High Priority Transit Projects affect transit services for you?

- Make them better
- No change
- Make them worse
- I don't know

5. Please rank the importance of the following transit improvements from 1 to 6. (1 = Most Important, 6 = Least Important)

| | |
|--|--|
| | Improve performance to 90% of trips on time |
| | Add 1-2 new Commuter Express routes per year for the next five years |
| | Improve comfort and information at bus stops |
| | Improve coordination between regional routes and local routes |
| | Add Sunday service between Durham, Raleigh, Chapel Hill, and RDU Airport |
| | Add direct service to RDU Airport from downtowns, seven days per week |

Please enter your comments below. If you have a comment about a specific route (current or proposed), be sure to indicate the route number or description in your comments.

Contact Information (Optional)

Name _____
 Address _____ City _____
 Home Zip Code _____ Work or School Zip Code _____
 E-mail address _____

If you would like to receive a summary of comments received and responses from Triangle Transit, please enter your e-mail address or mailing address above.