

Triangle Transit - Wake Forest Bus Service Summary of Comments and Responses

Comments or questions on both routes (*Triangle Transit response in italics*)

1. What is the current status of the Wake Forest service?

The two new routes serving Wake Forest will begin weekday service on July 7, 2008. The first route is the Wake Forest-Raleigh Express which provides peak hour service between a Park and Ride lot in downtown Wake Forest (White St at Elm Ave), Triangle Town Center Park and Ride, State Government, and Moore Square Transit Station in Raleigh. Service is only provided between Wake Forest and Triangle Town Center in the mid-day. A timed connection to CAT Route 1 is provided all day at Triangle Town Center for those wishing to access downtown Raleigh all day.

The second route is the Wake Forest Loop which provides all-day service within the town of Wake Forest and a portion of the Wakefield community. This route will be fare free through at least January 1, 2009. A timed transfer between the two routes is available throughout the day at the Park and Ride location in Wake Forest.

2. Please provide weekend service.

Given the fiscal constraints of the funding partners, both routes will start off as weekday-only routes. If additional resources can be secured, it is possible that weekend service could be added to one or both of the routes in the future.

3. Is there potential for student rates?

*Triangle Transit does not currently offer student fares on any of its routes. We have, however, worked with local universities such as UNC-Chapel Hill and NC State University to develop GoPass programs which offer students, staff, and faculty of those institutions free or reduced-price transit passes. For more information about the GoPass program, please visit:
http://gotriangle.org/Promotions/dump_the_pump/dpgopass.html*

4. Please provide bicycle racks and scooter posts.

All of the buses used on the Wake Forest Loop and Wake Forest-Raleigh Express routes will have bicycle racks on them. Bike racks/scooter posts may be placed along both routes as resources can be identified and demand dictates.

Comments or questions on the Wake Forest-Raleigh Express (*Triangle Transit response in italics*)

1. There were requests for several additional stops, both along the Wake Forest-Raleigh Express route and ones that would require a route deviation.

Because this is an express route, Triangle Transit is limiting the number of stops along the route. Based on the ability to maintain a reliable schedule that can be competitive with the automobile, additional stops may be added in the future,

particularly where transfers to other routes are possible. A timed transfer is provided at Triangle Town Center with CAT Route 1 and 25C most of the day. Adding stops to Capital Blvd. will always be a challenge until there is a way to safely cross the street.

2. Have a bus that arrives in downtown Raleigh by 8:30am.

In a survey of state and city of Raleigh employees, most start work on the hour. Because Triangle Transit can only offer service once an hour initially, we tried to create a schedule that benefits the most people possible. In Triangle Transit's upcoming Short Range Transit Plan, we are recommending adding additional trips to the Wake Forest-Raleigh Express in Fiscal Year 2011 if sufficient demand exists. This would increase the frequency of service to a half-hour during peak commute times.

3. Add Park and Ride locations at the Wal-Mart or Target in Wake Forest.

The Town of Wake Forest investigated several potential Park and Ride locations, including Wal-Mart. Most owners were not interested in the Town leasing their lots for use as Park and Rides. The Town, along with Triangle Transit, will continue to look for additional Park and Ride opportunities in the future.

4. Wake Forest to Triangle Town Center only takes 15-20 minutes at 6:00am, 20-25 minutes at 7:00am, and 25-30 minutes at 8:00am. Why is the time between Wake Forest and Triangle Town Center the same for every AM trip in the schedule? Also, why have a timed transfer for CAT Route 1 and 25C when CAT Route 1 also serves Moore Square?

Unfortunately, one of the limitations of a bus schedule is the need to make it as simple as possible. Even though certain trips may take longer than others, departure times need to be consistent so that riders know when the bus will depart without needing to constantly refer to the printed schedule. Triangle Transit has attempted to create a schedule that minimizes wait time at timepoints, while maintaining good on-time performance. Schedule adjustments will be made as necessary.

A timed transfer is offered to CAT Route 1 for passengers who work or shop along Capital Blvd. south of Triangle Town Center and to allow residents of Wake Forest access to downtown Raleigh during the mid-day when the express route only serves Wake Forest and Triangle Town Center.

5. Add a stop at Salisbury at Edenton.

Due to several requests, Triangle Transit added stops at Salisbury at Edenton and Wilmington at Edenton.

6. This route is not as "express" as it could be. Consider using Forestville or Ligon Mill Rd to US 401, which is the fastest way from Wake Forest to Raleigh.

Triangle Transit examined the possibility of using US 401 between Wake Forest and Raleigh. However, roads such as Ligon Mill and Forestville are too narrow and do not have wide enough shoulders to safely operate a bus. If these roads are widened in the future, we will explore using US 401. The City of Raleigh is also going to explore

ways to improve the speed of travel along Capital Blvd. which should help improve the travel time of the Wake Forest-Raleigh Express.

7. Does Wake Tech North campus have transit service?

Capital Area Transit currently serves Wake Tech North campus with Route 25C. A timed transfer is offered at Triangle Town Center between the Wake Forest-Raleigh Express and Route 25C.

8. Use Triangle Town Center as a Park and Ride location and add express service from Triangle Town Center to RTP.

Triangle Town Center has allowed Triangle Transit use of its parking lot as an official Park and Ride location. Express service between Triangle Town Center and RTP is proposed in Triangle Transit's upcoming Short Range Transit Plan in Fiscal Year 2011. A timed transfer between this new route and the Wake Forest-Raleigh Express would be offered at that time. For more information about the Short Range Transit Plan, please visit <http://www.triangletransit.org/srtp>

9. Why use Atlantic Ave. instead of Capital Blvd. in Raleigh?

The City of Raleigh's Transportation department feels that it will be faster to use Atlantic Ave. for an express route. If another routing is found to be faster, as long as it is safe for bus travel, Triangle Transit will adjust the routing accordingly.

10. It seems that the express route is mostly for commuters. It would be nice if there were trips later into the evening.

The route is mostly intended for commuters during peak commute periods. Unlike some commuter-only routes however, mid-day trips are offered to Triangle Town Center for work/shopping purposes and to allow a connection to downtown Raleigh all day. Evening service will be explored as a possibility as additional resources can be identified and sufficient demand exists for such a service.

11. The cost of the new service seems more expensive than driving a car in some instances.

The full costs of driving a car are often overlooked. In addition to the price of gasoline, maintenance and depreciation costs must also be taken into account. As funding for transit increases, additional routes and frequency of service can sometimes even allow households to reduce the number of vehicles they own. There are also several externalities that are not considered such as the negative effects driving has on the environment and the need for numerous wasteful parking lots that exists when everyone drives. In addition, time spent on transit can be used to do work, read a book, or converse with fellow riders.

Discounted fares are available by purchasing multi-ride tickets or monthly passes. For more information about Triangle Transit fares and passes, please visit <http://www.triangletransit.org/bus/fares>

12. Please connect with the DATA buses in Durham.

As part of Triangle Transit's upcoming Short Range Transit Plan, we looked at the travel demand between Wake Forest and Durham. While such demand clearly exists, a Wake Forest-Durham express route was not included in the five-year plan. If additional resources can be secured, it is possible that such a route could be added sooner than planned.

Comments or questions on the Wake Forest Loop (*Triangle Transit response in italics*)

1. Please add service to Rogers Road and the Heritage area.

Triangle Transit and the Town of Wake Forest received several requests for service to this area of town. Triangle Transit will analyze the on-time performance of the current Wake Forest Loop route. Adjustments to the route may be made if there is additional time in the current schedule.

2. Add service near Wall Rd.

The Wall Rd. area is too far off the current route to serve at this time.

3. Have the loop run in a counterclockwise direction.

The advantage of the loop design of the route is that it allows one vehicle to cover the greatest possible area in the town. The disadvantage is that the loop only goes in one direction. Given the overall feedback we received, it was determined that the route should travel in a clockwise direction all day. Based on the performance of the route and additional feedback we receive, it is possible that the loop's direction could be reversed all, or part of the day. It is also possible that a vehicle could eventually be added to the route traveling in the opposite direction. Alternatively, the route could eventually be split into two separate, linear routes.

4. There should be bus stops within walking distance of the entire town of Wake Forest.

While both Triangle Transit and the Town of Wake Forest would love to make this request a reality, fiscal constraints will prevent this possibility at this point in time. However, it should be noted that this route is just the beginning of transit service within Wake Forest. If significant interest continues to be shown in transit options within Wake Forest, more resources could be dedicated to provide additional transit opportunities.