

**Triangle Regional Transit Program  
Public Involvement Summary**  
Round Two Public Workshops  
September 2010

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**Background:**

The Triangle Regional Transit Program (TRTP) is the study of regional transit investment opportunities including rail and expanded bus service in Wake, Durham and Orange counties in North Carolina. The area's population is expected to grow by 1 million people between today and 2035. To ensure the success of the TRTP, a broad reaching plan was designed to maximize involvement by the public during the planning process. This report summarizes the strategy, activities and results of the second round of public involvement, from September 14 – 23, 2010. The public involvement process includes key project development milestones, use of the Transition document, the Alternatives Analysis and phases subject to the National Environmental Policy Act (NEPA).

In accordance with Federal requirements, Triangle Transit and its contractors led by URS, developed a Public Involvement Plan including information and outreach, traditionally underserved populations, reasonable access, and reasonable accommodations for the visually, hearing, or mobility-impaired (ADA) and for people with Limited English Proficiency (LEP). Public involvement activities are overseen by a Public Involvement Steering Committee composed of 40 transportation professionals and public affairs specialists from municipalities and planning organizations in the Triangle. The Steering Committee meets monthly and uses Microsoft Sharepoint and e-mail to advise Triangle Transit, URS and its subcontractors.

**Methods of Informing the Public:**

Strategies to present the TRTP and the second round of public workshops included:

- Consistent branding, logo, color palette and nomenclature
- [www.ourtransitfuture.com](http://www.ourtransitfuture.com) website providing a schedule of workshops, maps of venues, and public transit information to get to workshops. All materials except the live slide presentation available at the workshops were posted on the website on September 14. The web site can be translated into 40 languages using Google Translator for free.
- Paid media advertisement in English language radio, websites, and community newspapers (total impressions?) about the schedule of workshops.
- English and Spanish-language news release to local media, Spanish language print media and web sites.
- English and Spanish-language fliers distributed in print and by e-mail to transit riders, local elected leaders, city, town and county officials, business leaders and more than 75 community-based groups. More than 1000 English language postcards were distributed to individuals at La Fiesta and to individuals the day before and day of the Durham workshop at the Durham Station Transportation Center, a busy bus transfer station.
- Targeted outreach: Having identified transit riders, ethnic community leaders and the housing groups as special outreach targets, the Public Involvement Team made phone calls to more than 40 small groups such as the African American Ministerial Alliance, met with Latino leaders at El Centro Hispano in Durham, and mailed 60+ outreach kits (containing TRTP Round 1 workshop materials, video, and Rd. 2 promotional flyers).
- An exhibit space at the La Fiesta del Pueblo Latino community celebration on Sep 11-12 staffed by a dedicated interpreter for the TRTP.
- Use of Social media including a Facebook page with 60+ followers in its first two months and a Twitter feed.

### Public Workshops and Collection of Public Input:

The Triangle Regional Transit Program held the second of three expected rounds of public workshops from September 14 - 23. The six workshops, lasting 3 hours each, were scheduled in cities and towns in or near the corridors under study. Participants were able to watch a short live presentation given by Triangle Transit's Government Affairs Director in plain English, view project background, definition and process of an Alternatives Analysis as shown on presentation boards, maps of all 18 corridor choices, the 3 corridor segments that the technical staff selected as best performing given 4 evaluation criteria, and maps of 5 alternative alignments (paths) for rail in logistically tricky areas. The live presentation received positive feedback for its clarity.

At each workshop, citizens were encouraged to meet and discuss the project with staffers from Triangle Transit, CAMPO, DCHC MPO and URS. Each attendee was encouraged to take a packet of workshop materials which included a program statement, frequently asked questions a glossary of transit terms, and the comment card attached. From this comment card and its parallel form on the web, we were able to gather public input and analyze the data presented in this report. (see Attachment 1).

Attendees were also asked to sign up for project updates, providing their address and e-mail.

To accommodate LEP needs at the workshops, an English-Spanish interpreter was available at all sessions, and comment forms and glossary of terms were available in Spanish.

Meeting	Date	Location	Participants	Comments Received
Raleigh	9-14-2010	Chavis Community Center	62	27
Wake Forest	9-15-2010	Wake Forest Town Hall	19	1
Chapel Hill/Carrboro	9-16-2010	Carrboro Century Arts Center	37	8
Durham	9-21-2010	Durham Station Transportation Center	91	50 (4 of these were in Spanish)
Morrisville	9-22-2010	Morrisville Town Hall	82	29
Garner	9-23-2010	Garner Historic Auditorium	27	10

Additional opportunities for public input included:

- A Toll-free number (800-816-7817) staffed during office hours and voice mail after 5 p.m. and on weekends – 0 comments
- Postal mail send to the TRTP at P.O. Box 530, Morrisville, NC 27560 – 2 comments
- E-mail: [info@ourtransitfuture.com](mailto:info@ourtransitfuture.com) – 1 comment

- Online comment form at [www.ourtransitfuture.com](http://www.ourtransitfuture.com) – 7 comments

In total, 318 people attended the six public workshops during Round 2 and 135 comments were received at the meetings, through the 800 telephone number, postal mail or e-mail.

### Evaluation Criteria:

Evaluation criteria for the 18 rail corridor segments were developed through a collaborative effort by staff members of the two MPOs, the Triangle J Council of Governments, and Triangle Transit. The Round 2 comment form asked the public to rate these 4 evaluation criteria -- mobility, socioeconomic, land use, and cost -- in terms of importance to them. The table below shows where the public places importance. Note: "No response" was recorded but not counted in the averaging).

<b>Corridor segment Evaluation Criteria</b>	<b>Public's average rating of importance</b> <i>(Range was 5 being "most important," 1 being "not important")</i>	<b>Percent of respondents who answered this question</b> <i>(indicating either interest or understanding of the question)</i>	<b>Percent of respondents who gave "no response"</b>
Mobility	4.12	78%	22%
Socioeconomic	3.86	78%	22%
Land Use	4.48	82%	18%
Costs	3.75	73%	27%

### Support for Best Performing Corridors:

	<b>Yes</b>	<b>No</b>	<b>Percent of respondents who answered the question</b>	<b>No Response*</b>
Qu. #5 asked participants "Based on what you have learned, do you consider Wake Corridor #8 to be the best performing corridors?"	64	25	66%	46 (34%)
Qu #6 asked participants "Based on what you have learned, do you consider Durham-Orange Corridor #4 to be the best performing corridor?"	57	29	64%	49 (36%)
Qu #7 asked "Would a Durham-Wake corridor be one of your top priorities?"	73	17	67%	45 (33%)

## Areas of interest:

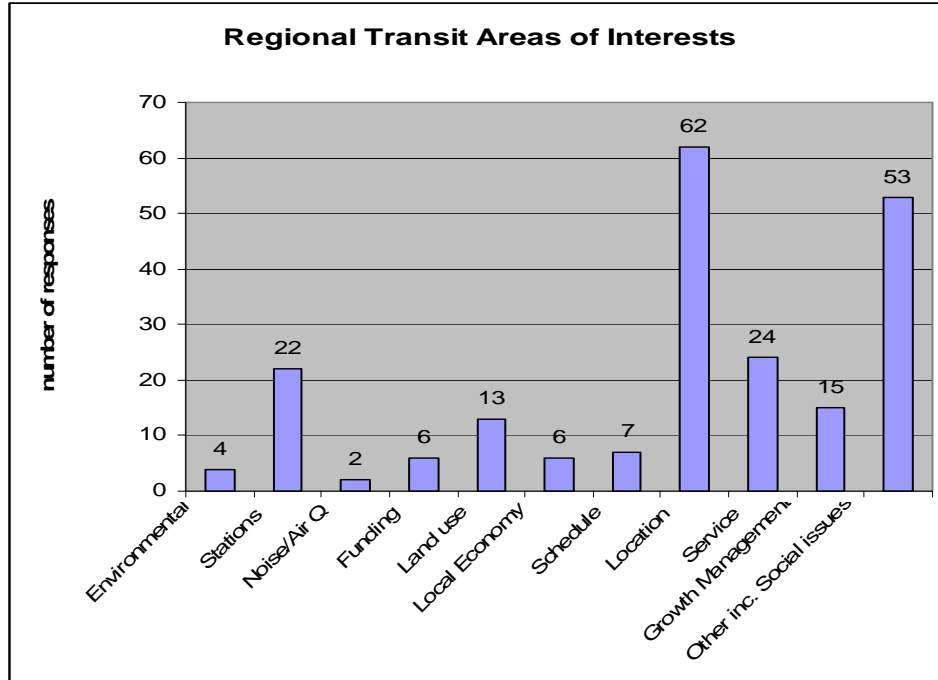
Narrative comments often indicated the respondent's single or multiple areas of interest. These areas of interest were named by the database designer who has experience in rail projects and public involvement.

The categories were set up to be:	Common issues raised in the comments:
Environmental	+ Rail must include link to or service for the airport
Stations	+ Lots of support for Rail. "It's time. I like this project."
Noise & Air_Quality	+ Universities and lower income areas should be served by transit first.
Funding	+ Repeated requests for transit in Morrisville.
Land_Use (including transit-oriented development)	+ Don't overlook bikes on rail or buses.
Local_Economy (job creation, impact to businesses)	+ Multi-modal concerns, last mile of transit.
Schedule (of the project)	
Corridor_Location	
Service (bus service, rail service)	
Growth_Management	
Other	

From the 135 comments, Location and Other\* received the greatest amount of interest. It is also important to note that the "Service" category was used for comments relating to transit services like frequency of bus service; 24 individuals demonstrated interest in Service.

The "Other" category was used to mark a variety of comments including

- 1) feedback on the specific workshop and the Public Involvement process, being included, etc.
- 2) multi-modal issues such as connectivity between cars, trains, buses, and bikes, being able to take bikes on buses and trains, basically "if there is a train line over there, how am I going to make the whole trip work from my origin to my destination and back?"
- 3) Traffic and congestion, i.e. mass transit reducing the need for construction of more roads.



**Support for the Project:**

The Public Involvement Team who did data entry looked at each comment to determine whether the respondent expressed in words support of or opposition to the project.

Support for project	62 respondents (45% of total)
Opposed to project	1 respondents (<1%)
No response/Unclear	79 respondents (56%)

**All narrative comments are shown in appendix A.**

**All narrative comments determined by staff to require a detailed response from the TRTP or TTA are shown in Appendix B. At this time, we have determined that 18 people required action/attention.**

**Responding to Public Comments:**

A courtesy e-mail was sent on Sep. 26, 27, or 28 to all Round 2 workshop participants who signed in with an e-mail address or provided public comment. Additional comments will also receive acknowledgment by e-mail or postal mail within 3 days of receipt. The comments requiring a detailed response from the TRTP or TTA will be responded to by October 14, 2010. Other general comments will be collectively addressed in the Alternative Analysis document.

**Challenges:**

The second round of public workshops built on the initial round, continuing to inform and educate the public on the need for transit investments and where the transit investments may be

placed in the region. The public involvement team acknowledges that increased education will be needed as the Alternatives Analysis winds down in the Spring of 2011. At the third round of workshops, the corridors described at the Round 2 sessions will be further defined and analyzed with more detailed alignments, station locations and termini. The public involvement effort forward should strive to reduce a large number of “no responses” in this round with more information the public can use to provide final thoughts on the corridors that likely will move to the MPOs for adoption as Locally Preferred Alternatives (LPA's).

Attachment 1: Double-sided comment form/card

# Triangle Regional Transit Program

## Public Workshop Series #2: COMMENT FORM

### Contact Information

Name: \_\_\_\_\_ Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_ City & State: \_\_\_\_\_

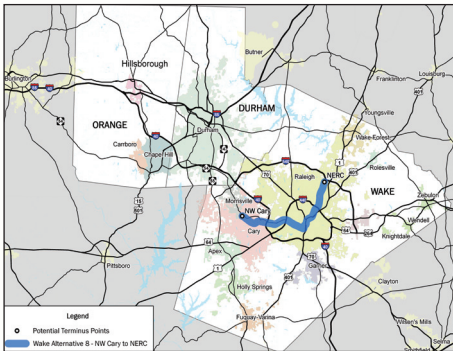
Email Address: \_\_\_\_\_ Best way to keep you informed:  Email  Mail  None

# of years living in the Triangle: \_\_\_\_\_ Zip code for where you work \_\_\_\_\_ Zip code for where you live \_\_\_\_\_

**We want your input on which evaluation criterion is most important to you. (Note: 5 is "Most Important" and 1 is "Not Important")**

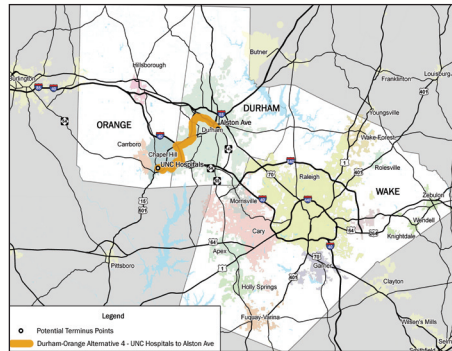
		Most Important	Very Important	Important	Less Important	Not Important
<b>1. Mobility</b>	<i>(rail trips per mile, i.e. "the more rides per mile, the better")</i>	5	4	3	2	1
<b>2. Socioeconomic</b>	<i>(population density, job density, low income, concentration of minority population)</i>	5	4	3	2	1
<b>3. Land Use</b>	<i>(activity centers, such as business districts, colleges and universities, employment centers, fairgrounds and arenas, hospitals, public/regulatory support, development potential within ½ mile of the corridor)</i>	5	4	3	2	1
<b>4. Financial</b>	<i>(total capital cost cost per rider and per rail trip, operations &amp; maintenance costs)</i>	5	4	3	2	1

**5. Based on what you have learned, do you consider Wake Corridor #8 to be the best performing corridor?**



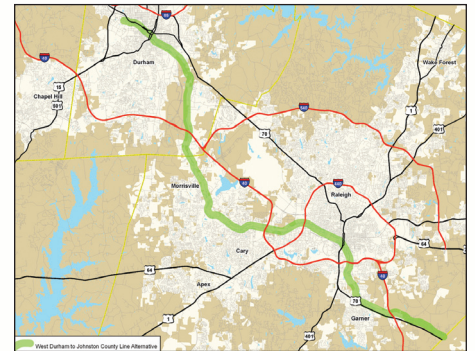
YES  NO

**6. Based on what you have learned, do you consider Durham-Orange Corridor #4 to be the best performing corridor?**



YES  NO

**7. Would a Durham-to-Wake corridor be one of your top priorities?**



YES  NO

*(Note: There is space on the other side for your written comments.)*

**8. Please look at the 6 Alternative Conceptual Alignments & Stations maps.**

**If you have comments, leave a sticky note with the # \_\_\_\_\_ .**

**The number helps us connect your posted comment back to this sheet. Thank you.**

There are four ways to return your comments: 1) Leave this form with us, 2) Email comments to [info@ourtransitfuture.com](mailto:info@ourtransitfuture.com), 3) Mail your form to: Triangle Regional Transit Program, P.O. Box 530, Morrisville, NC 27560 or 4) Call toll free the Program hotline at 800 816-7817. Forms received at the workshop, by Mail, and by Email will be added to our comments database within five days of receipt.



**Triangle Regional Transit Program**  
**Public Workshop Series #2: COMMENT FORM**

**What other comments do you have regarding regional transit?**

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*(Need more room? Please request an additional form or email us at [info@ourtransitfuture.com](mailto:info@ourtransitfuture.com))*

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**Help us plan for the next round of public involvement!**

How did you hear about today's workshop? Email Posted flyer Website \_\_\_\_\_ Word of Mouth  
Newspaper, Radio, TV Other: \_\_\_\_\_

<b>How was the meeting time?</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Unacceptable
<b>Workshop location?</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Unacceptable
<b>Workshop organization?</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Unacceptable
<b>What was most helpful?</b>	<input type="checkbox"/> Maps	<input type="checkbox"/> Boards	<input type="checkbox"/> Staff to talk to	<input type="checkbox"/> Handout papers	<input type="checkbox"/> Other attendees

*fold*



U.S. Postage  
Required

**Triangle Regional Transit Program**  
**P.O. Box 530**  
**Morrisville, NC 27560**