

Appendix C: Public Input Summary

Public engagement for the ATPS was conducted in two phases and was supported by a Public Engagement and Communications Plan developed for the project and included in Appendix B. This Public Input Summary document summarizes the results from the Phase 1 surveys, Phase 2 comment form, and input sought from key stakeholders.

Throughout the project, Town staff engaged the Town's Transit Advisory Committee. During Phase 1, members provided feedback on the overall project scope, draft survey questions, target audiences, possible outreach activities, and provided valuable insight into the survey results. During Phase 2, members provided input and feedback on draft route concepts, project recommendations and priorities before the public comment period launched.

Phase One

Online Survey

The Phase 1 online public survey was posted online through Publicinput.com and was open to anyone in the community. It was conducted between March 26, 2024 and May 15, 2024 and asked participants to share information about:

- Their awareness and experience riding local transit.
- Types of destinations that are important to serve with transit.
- Potential users who should be prioritized in service considerations.
- Service factors important to them to consider riding local transit.
- Preferences among proposed improvements.

A summary of the survey questions and responses is attached. There were a total of 920 participants.

The survey results were also posted in the form of an online dashboard using Microsoft PowerBI that allows users to create custom filters of the results. The dashboard can be found at:

<https://app.powerbigov.us/view?r=eyJrIjoiZDdiOWY0ODktYWMyMC00YzIxLWJhYTYktZTA5OWUyODIwY2MyIiwidCI6IjFjNmU1MzFhLWE5MTYtNGUzZi1hNWJkLTRmYTMzNTkxZTRhOCJ9>

Some notable takeaways from the online survey include the following:

- The most preferred option for improvement/expansion was almost a tie for "Add a new local bus route" and "Increase frequency of service on GoApex Route 1", followed by "Complete improvements at GoApex bus stops" and "Increase span of service on GoApex Route 1 (nights/Sundays)".
- The most important local destination was identified as Downtown Apex, followed by retail areas with superstores, and parks.
- The highest-ranked target populations to serve were low-income residents, seniors, and people with disabilities.
- The most important factors "required for me to consider riding" were feeling of safety and security at the bus stop, feeling of safety and security in the vehicle, and safe and convenient walking path to the bus stop and destination.

- Other important ridership likelihood factors were:
 - Reliability/on-time service
 - Short distance from bus stop to home and destination
 - Frequent service (30 minutes or shorter)

Onboard Survey

Another, separate survey was conducted onboard the GoApex bus between May 11 and May 18, 2024. The onboard survey focused on the current riding experience for users. It asked for information about their current riding habits, satisfaction level with different service characteristics, and demographic information. A full summary report of the onboard survey is attached.

Some notable takeaways from the onboard survey include the following:

Customer Usage

- 63% reported that they rode 4 or more days a week
- 64% reported their usual trip purpose was “work”
- 65% reported that they did not have a car available
- 37% reported transferring to GoCary and/or GoTriangle routes

Demographics

- 52% reported a household income under \$40,000
- 13% reported that they have a disability that prevents driving
- 11% reported using a language other than English at home (and 6 additional customers declined to take the survey due to limited English or Spanish proficiency)
- 27% reported being age 24 or younger (and several riders were not approached to take the survey as they appeared under age 18)
- 25% reported being age 59 or older

Phase Two

Stakeholder Outreach

During this phase staff not only sought input from the Transit Advisory Committee, but also the following stakeholders:

- Internal Town Departments:
 - Community Development and Neighborhood Connections
 - Discussed coordinating provision of transit service near potential affordable housing developments
 - Economic Development
 - Discussed projected job growth and potential transit needs
 - Parks, Recreation and Cultural Resources
 - Discussed support for including Town Parks as potential transit destinations
 - Planning
 - Discussed routing to various destinations and areas with population growth

- Public Works
 - Discussed potential bus stop maintenance needs
- Transportation and Infrastructure Development
 - Discussed potential capital projects needed to support transit service and accessibility
- External Stakeholders
 - GoCary staff (serving as a technical advisor)
 - Discussed logistics and feasibility of initial fixed route concepts
 - Wake County transportation planning staff
 - Discussed transportation needs for future Wake Tech campus
 - Wake Tech planning staff
 - Discussed transportation needs for future Wake Tech campus
- Town Council
 - Presented preliminary recommendations at the June 10, 2025 Town Council meeting and sought initial feedback from members

Public Comment Form

A second round of public engagement was completed in summer 2025 in order to gather feedback on the draft staff recommendations. The project webpage was updated with the draft recommendations and an online comment survey was made available between June 27, 2025 and August 3, 2025. A summary report of the public comments results is attached and results of two key questions from the form are below. There were a total of 41 participants for the public comment form.

Table 1: Results Summary for "Do you agree with the inclusion of the recommendations in Set 1: Fixed Route Service Improvement/Expansion?"

Set 1: Fixed Route Recommendations	Agree	Somewhat Agree	Sum of Agree and Somewhat Agree	Disagree	Not Sure
1. GoApex Route 1 service expansion/improvements	78%	4%	82%	18%	0%
2. New fixed route between Pine Plaza and Pleasant Park.	64%	15%	78%	16%	5%
3. Revise existing GoApex Route 1	60%	22%	82%	15%	4%
4. Implement a new fixed route to Veridea East Village	52%	23%	75%	14%	11%
5. Implement a new fixed route to Lufkin Rd area	21%	43%	64%	23%	13%

Table 2: Results Summary for "Do you agree with the inclusion of the recommendations in Set 2: Other Recommendations (non-fixed route service, capital projects, and planning projects)?"

Set 2: Other Project Recommendations	Agree	Somewhat Agree	Sum of Agree and Somewhat Agree	Disagree	Not Sure
1. Continue to support federally-required GoApex Door to Door complementary ADA service	71%	18%	88%	6%	6%
2. Explore options to serve seniors and those with disabilities outside the GoApex Door to Door Service Area.	57%	25%	82%	14%	4%
3. Support Phase 1 of the proposed downtown Mobility Hub	64%	16%	80%	14%	6%
4. Evaluate land use policies for transit-supportive development as part of Peak Plan 2055	72%	12%	84%	8%	8%
5. Investigate Transit Signal Prioritization	52%	36%	88%	8%	4%
6. Explore options to serve others (those who are not seniors or individuals with disabilities) outside the general fixed-route service area.	36%	28%	64%	22%	14%
7. Continue to support improved pedestrian and bicycle connections to transit.	82%	16%	98%	2%	0%

Attachment 1: 2024 Online Survey Results Summary

Apex Transit Prioritization Study Survey

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
2,120	920	32,702	1,437	19

Are you aware of the following transit services that operate in or near Apex?

	Yes	No
GoApex Route 1	80% Yes	20% No
GoApex Door to Door	29% Yes	71% No
GoTriangle Route 305 (Holly Springs – Apex –Raleigh)	37% Yes	63% No
GoCary Route ACX (Apex-Cary Express)	43% Yes	57% No
GoWake Access specialized transportation programs (such as Medicaid transport, Elderly and Disabled Transportation Program, Rural General Public Program, etc.)	33% Yes	67% No
Any other public transit services that operate in the Triangle Region (such as GoTriangle, GoCary, GoRaleigh, etc.)	67% Yes	33% No

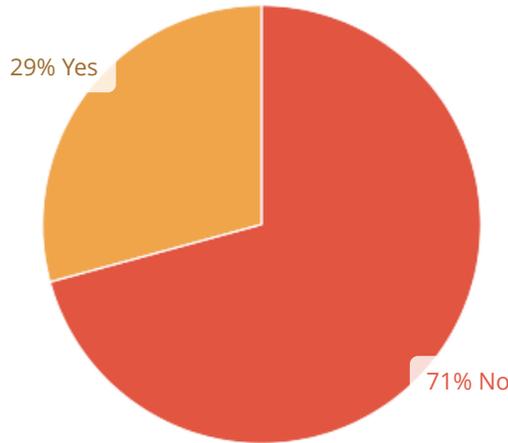
880 respondents

Do you ride the following transit services that operate in or near Apex? Please select the response that best matches your experience in the last year:

	Never Ride	Ride once or twice	Ride rarely - less than once per month	Ride occasionally - at least once per month	Ride frequently - at least once per week
GoApex Route 1	80% Never Ride	11% Ride once or twice	5% Ride rarely - less than once per month	3% Ride occasionally - at least once per month	1% Ride frequently - at least once per week
GoApex Door to Door	99% Never Ride	1% Ride once or twice	- Ride rarely - less than once per month	- Ride occasionally - at least once per month	1% Ride frequently - at least once per week
GoTriangle Route 305 (Holly Springs – Apex –Raleigh)	96% Never Ride	2% Ride once or twice	1% Ride rarely - less than once per month	- Ride occasionally - at least once per month	- Ride frequently - at least once per week
GoCary Route ACX (Apex - Cary Express)	94% Never Ride	4% Ride once or twice	2% Ride rarely - less than once per month	- Ride occasionally - at least once per month	1% Ride frequently - at least once per week
GoWake Access specialized transportation programs (such as Medicaid transport, Elderly and Disabled Transportation Program, Rural General Public Program, etc.)	99% Never Ride	1% Ride once or twice	- Ride rarely - less than once per month	- Ride occasionally - at least once per month	- Ride frequently - at least once per week
Any other public transit service in the Triangle Region (GoTriangle, GoCary, GoRaleigh, etc.)	88% Never Ride	7% Ride once or twice	4% Ride rarely - less than once per month	2% Ride occasionally - at least once per month	1% Ride frequently - at least once per week

798 respondents

Are you aware that the Town currently receives a 50% matching grant from the Wake Transit funding program for GoApex operations, with the remainder currently paid for through local motor vehicle fees?



787 respondents

How did you hear about this survey (select all that apply)?

30%	Facebook	230 ✓
30%	Email from the Transit Plans and Services email list	227 ✓
14%	Other	104 ✓
13%	Apex Town Website (apexnc.org)	98 ✓
9%	Scanned a QR code from a flyer, or poster on the bus	71 ✓
9%	From someone else/word of mouth	71 ✓
5%	Other social media	37 ✓
0%	X (formerly Twitter)	1 ✓

763 Respondents

From what source would you prefer to receive GoApex news and updates? Please feel free to provide specific sources, such as social media accounts or websites.

websites
17 days ago

Facebook
17 days ago

E-mail

17 days ago

Social media

19 days ago

Email updates

20 days ago

Apex Senior Center bulletin board

21 days ago

Flyers

21 days ago

Town of Apex website

22 days ago

Facebook and Suburban Living

22 days ago

Websites

23 days ago

Apex Senior Center Newsletter.

23 days ago

Apex Senior center

23 days ago

Website

23 days ago

email, facebook, instagram, utilities bill

23 days ago

email

23 days ago

Email

24 days ago

Facebook

Flyers in bills are great mechanism for me

Local TV news

24 days ago

Facebook

24 days ago

email

24 days ago

email, social media, newsletter

25 days ago

Email

25 days ago

Social Media - Facebook

25 days ago

Websites

25 days ago

Email

25 days ago

Social media, FB, town newsletter, email blast

25 days ago

email

26 days ago

Facebook

26 days ago

Email

27 days ago

email

28 days ago

email - ddaloisio@gmail.com

one month ago

Town of Apex Senior Center or Specialized Recreation

one month ago

Social media

one month ago

Twitter or truth social

one month ago

Do not use social media

one month ago

Town of Apex website, reddit

one month ago

Email and informative website

one month ago

Email

one month ago

Face book

one month ago

Apex Facebook pages

one month ago

Email

one month ago

Email from town and mail. Would really like a paper map for use at home and reference.

one month ago

email or texts

one month ago

Mail

one month ago

Newsletters or Facebook

one month ago

Mailing campaign

one month ago

Town website?

one month ago

From Go Apex transit

one month ago

email

one month ago

Not at this time

one month ago

Social Media (videos marketed towards our feed/advertisements)

one month ago

Email

one month ago

WRAL

one month ago

Email

one month ago

I would request you to have Go Apex route to go up to DRB Linden and Sweetwater community as we have a lot of elderly here who would like to use that

one month ago

Housing community newsletter

one month ago

Social media accounts and mail flyers

one month ago

Facebook, email

one month ago

Facebook

one month ago

Flyer in the Apex utility bill and Instagram

one month ago

Facebook is ok

one month ago

Town of Apex website

one month ago

Town council continual reporting on the expense and use info, as well as correlation with increased homeless and panhandling presence reports in Apex.

one month ago

Email

one month ago

Email

one month ago

mail

one month ago

Website

one month ago

Emails

one month ago

Facebook

one month ago

allmanj50@yahoo.com

one month ago

Email

one month ago

Email & social media

one month ago

This is good, email.

one month ago

Library

one month ago

town website

one month ago

ToA Newsletter or website

one month ago

Facebook

one month ago

Weissv@hotmail.com

one month ago

Town website and public notice push notifications not mail

one month ago

Personal text, Town of Apex utility bill, Town of Apex magazine

one month ago

None.

one month ago

Social

Media - inst , fb

one month ago

Sending it along the with the utility bills is a great option, which would be hard to miss.

one month ago

Monthly Town of Apex email

one month ago

Utilities bill is great because everyone who lives in Apex will receive a bill each month.

one month ago

thru emails

one month ago

website and mail

one month ago

Social media, Go agency websites, email

one month ago

Right here in emails

one month ago

Email, Nextdoor, Local Apex subreddit, local Facebook group

one month ago

Website

one month ago

Facebook

one month ago

Nextdoor

one month ago

Email newsletter

one month ago

Woodcreek Facebook

one month ago

Email, town of apex website, apex connect app

one month ago

I am grateful we have a bus system.

one month ago

Email, Facebook

one month ago

Town INSTAGRAM

one month ago

Email

one month ago

Town emails, Facebook,

one month ago

Website and social media are fine.

one month ago

Facebook, email

one month ago

Email from town of apex

one month ago

social media, email

one month ago

Town of Apex

one month ago

Facebook

one month ago

Town Council members candidate FB pages

one month ago

Facebook

one month ago

Email

one month ago

Apex Town Website

one month ago

Social media

one month ago

emails

one month ago

Facebook

one month ago

Town of Apex emails.

one month ago

Facebook

one month ago

Town of apex

one month ago

Facebook and Instagram

one month ago

Facebook

one month ago

Apex planning dept

one month ago

Social media

one month ago

Facebook, X

one month ago

Email and social media are fine

one month ago

Through TOA

one month ago

None because I think it's a waste of money

one month ago

Except for special events like peakfest or pigfest, I would likely not take public transit in apex.

one month ago

email

one month ago

Facebook

one month ago

Email

one month ago

email

one month ago

Email and town website

one month ago

Social media

one month ago

social media

one month ago

Email lists or Town of Apex website

one month ago

Social media

one month ago

Facebook

one month ago

Email from the Transit Plans and Services email list

one month ago

Email

one month ago

We do not need to add an additional bus that will raise our taxes! We are all struggling!

one month ago

Town of Apex Facebook page

one month ago

Email

one month ago

Email, website

one month ago

Apex planning notifications

one month ago

Nextdoor

one month ago

I'd like to join the email list. I didn't know there was one.

one month ago

utility bill

one month ago

Facebook

one month ago

Town app

one month ago

Flyers that come with the utility bills

one month ago

Mail in flyers/cards as many people don't have social media

one month ago

social media & the apex website

one month ago

email newsletter

one month ago

Apex community forum

one month ago

Facebook and email

one month ago

None

one month ago

Terry M's Facebook

one month ago

Facebook

one month ago

I never see anyone on the bus. Grant and county taxes are taxpayer \$. Eventually, you run out of other people's money. I'd rather my tax dollars support local small businesses and/or parking deck.

one month ago

Town of Apex official communication channels (website, email, socials, mailers or whatever they do to communicate)

one month ago

social media

one month ago

TC needs to stop telling folks that this does not cost Apex any money. Vehicle fees should cover more urgent needs- not an additional busline

one month ago

Social media that I'm already on. You will need to be on multiple platforms to reach different age groups.

one month ago

Email or Facebook

one month ago

Facebook page Apex Community Forum

one month ago

Email and street banner / stations and stops

one month ago

Email is ok. As we age we may be using the system more and really appreciate it

one month ago

Email and phone - I am hoping to request a change in the GoApex route to include the FoodLion/Aldi/Walgreen area at 55.

one month ago

email list

one month ago

Email

one month ago

Facebook is good

one month ago

Email, Town of Apex Facebook page

one month ago

Facebook, monthly Town of Apex utility bill

one month ago

Really would like a go apex stop at the library

one month ago

Facebook

one month ago

Facebook, email, and the town programs books

one month ago

Instagram and text

one month ago

I would be willing to sign up on an email list

one month ago

Social media -Facebook, Instagram
Town of Apex website & newsletter

one month ago

email, social, town website, physical mail (USPS)

one month ago

Facebook apex group or Reddit. News sites

one month ago

Email.

one month ago

Social media, email

one month ago

Facebook or email list

one month ago

Facebook

one month ago

Town of Apex

one month ago

Facebook, Town of Apex website

one month ago

Email or town FB page, senior newsletter

one month ago

Anything for senior citizens who can no longer drive, or don't live very close to the bus stops

one month ago

Town Website or Twitter.

one month ago

email is fine

one month ago

Email is good

one month ago

FB then Town Government website

one month ago

Social media

one month ago

Email

one month ago

Email

one month ago

Email from the town of Apex

one month ago

Emails from the town

one month ago

Social Media or Email

one month ago

I have never rode a city bus. Therefore I have no idea if I got on the bus, would I ride for an hour to get to Beaver Creek? Then where and how long would I have to shop? It would be nice to get a flier of information maybe a schedule that newbie's would understand. I would love to catch the bus but where? Maybe you grew up riding the bus. Some of us didn't. Help us.

one month ago

Email

one month ago

Monthly utility bill news update

one month ago

Emails from town.

one month ago

Email from the Transit Plans and Services email list

one month ago

email

one month ago

Email. Instagram.

one month ago

Email.

one month ago

Email, instagram, facebook.

one month ago

email

one month ago

Email list - I am not signed up but if there is one, I will sign up after completing this survey!

one month ago

Email

one month ago

No preference

one month ago

Email from town

one month ago

Town of Apex

one month ago

Email

one month ago

email

one month ago

Email

one month ago

town instagram page

one month ago

Email is fine from the Town of Apex.

one month ago

tarheels685@gmail.com

one month ago

Social media, email

one month ago

Emails

one month ago

Email

one month ago

Next door

2 months ago

I could care less this is a waste of tax money and should be pay as you go. The buses are almost always empty. This masquerades as a green initiative when it is just the opposite. Running empty buses pollutes.

2 months ago

Website

2 months ago

Facebook

2 months ago

Facebook, Town Website, Town Council push updates

2 months ago

In your opinion, which are the most important types of destinations to provide transit service to in Apex?

Drag your choices, in priority order, into the box above the list of destinations.

79%	Downtown Apex	Rank: 3.11	324 ✓
77%	Retail areas with Superstores (ex. Walmart, Target, Costco)	Rank: 3.34	316 ✓
77%	Public Parks and Community Centers	Rank: 3.45	319 ✓
73%	Hospitals or Medical Centers	Rank: 3.75	302 ✓
64%	Residential Neighborhoods - Apartments and townhomes	Rank: 4.78	263 ✓
65%	Residential Neighborhoods - Single-family homes	Rank: 5.54	269 ✓
62%	Schools	Rank: 5.76	254 ✓
62%	Smaller Retail areas	Rank: 5.77	257 ✓
59%	Office/Industrial Employment Centers	Rank: 5.89	242 ✓
30%	Other	Rank: 7.59	123 ✓

412 Respondents

Please place up to three (3) "pins" on the interactive map showing the top three (3) locations that you think are most important to provide improved transit service to in the Apex area. Click on the orange bus stop pin symbol above the map to pick up a pin. When you drop your pin in the map, a comment box will appear. Please name the destination or provide an address in the comment box.

If you have trouble placing the pins, you may write in your three top locations in the comment box below.





John Brown Community Center

14 days ago

NC 55_Lake Cameron Appts. Access to Go Apex bus

14 days ago

downtown

14 days ago

community center

14 days ago

medical center

14 days ago

Would be so nice not to have to drive here.

16 days ago

This one seems obvious to me.

16 days ago

Target

16 days ago

Beaver Creek

16 days ago

Downtown Apex

16 days ago

Access to this shopping center would be great.

17 days ago

We live so close to the library but have to cross 64 which is unsafe. Would love a bus stop there.

17 days ago

There are 2 large apartment complexes on Lake Pine Drive right behind Costco. Would LOVE to have that included as there are many seniors....like us.

17 days ago

While I support the specialized transit services to help those in need, the apex public transit system should be discontinued

17 days ago

I don't think we need public transportation. No one uses it now.

19 days ago

Might help with parking issues.

19 days ago

Apex Nature Park

19 days ago

Somewhere in this shopping center.

19 days ago

Stops at Wake Tech please

20 days ago

walmart

21 days ago

downtown apex

21 days ago

apex community park

21 days ago

Walmart

23 days ago

Lidl/Food Lion

23 days ago

Target to TJ Maxx Home because hard to walk between those two stores.

23 days ago

To small restaurants across from Senior Center. Route from Library to Food Lion to Senior Center

23 days ago

For Eva Perry Library but also walking distance to Car dealerships.

23 days ago

Target, TJ Maxx Home

24 days ago

UNC Family Medicine

24 days ago

Eva Perry Library

24 days ago

By breeze thru 30139 or by townes at westford

24 days ago

reaching the other side of Apex

25 days ago

Connecting to school campuses to afford other options for young adults to get to & back from further distanced schools and to reach the library or businesses where many have jobs etc

25 days ago

1. Low income housing zone, 2. Community center, 3. Schools that low income housing is zoned to

25 days ago

reaching more Western neighbors

25 days ago

Apex High School

27 days ago

Justice Heights

27 days ago

Shangri-La

27 days ago

Downtown Apex

one month ago

Pleasant Park

one month ago

Salem and Apex BBQ

one month ago

Jordan Pointe Pool

Vicious Fishes on US 1

Tap Station Downtown

one month ago

Corner of Grappenhall and Salem, anything connecting Scott's Mill (my closest bus stop is a 30 minute walk). Also, in regards to priorities, you have to prioritize connecting the neighborhoods to the business and community areas. If you bus doesn't serve any of the neighborhoods then you have people like me walking 30 minutes to catch a bus.

one month ago

medical service

one month ago

Transportation to downtown to support small business

one month ago

Physical activities should be a property and transport to parks is a must

one month ago

Food lion

one month ago

Downtown apex

one month ago

Community center from home

one month ago

Apex high

one month ago

Depo 499 Development

one month ago

Many new families are being based at Turner Creek ES or Salem ES and might need to have a better way to get there. I understand students have WCPSS transportation, but families cannot participate in school activities nor enroll without transport. I have worked with many families that don't have a car when they first get to Wake County because they are coming from over seas.

one month ago

Folks need to shop. Walmart is cheaper than Target, but your Route 1 covers Walmart. So Target would be a sensible option.

one month ago

Economically disadvantaged families need access to schools, parks and everything!

one month ago

lot of people from this single family homes are not able to commute to downtown or medical centers

one month ago

Suvidha Market

one month ago

Pelicans SnoBalls

one month ago

Apex Nature Park

one month ago

Downtown Apex to Apex Neighborhoods

one month ago

Upcoming shopping area

one month ago

Single family homes

one month ago

Costco

one month ago

Apex Nature Park

one month ago

Target

one month ago

Apex Nature Park

one month ago

This is too difficult to use on a device. I'm not answering this question.

one month ago

New hill

Jordan Pointe

one month ago

My top 3 priorities: Cary Amtrak, Downtown Apex, Depot 399 (new high density living and retail area)

one month ago

Downtown Apex

one month ago

High density residential

one month ago

Cary Amtrak

one month ago

Downtown alleviate parking shortage

one month ago

unserved future high density area

one month ago

Apex High School, Apex Middle School, Apex Community Park

one month ago

Shangri La Mobile HomePark

Lidl

one month ago

Friendship road

one month ago

Pleasant park, apex nature park, beaver creek crossings

one month ago

Another shopping area outside of the main part of town with another area of town houses too. Just a general area for more possible stops.

one month ago

Popular park destination.

one month ago

Because it's a central hub and next to Town Hall.

one month ago

Kelly Road Park

one month ago

Ashley Downs

one month ago

Kelly Road and Barbecue Road

one month ago

Mustang Charlies

one month ago

Residential area

one month ago

Beaver creek

one month ago

downtown

one month ago

Hospital, Grocery Store, school

one month ago

First priority

one month ago

Downtown apex, Hudson hall shopping center,

one month ago

Down town apex

one month ago

Apex HS

one month ago

homes and shopping

one month ago

Homes and grocery

one month ago

access to wakemed

one month ago

Downtown, Beaver Creek, Everywhere else idk

one month ago

Downtown

one month ago

None are needed

one month ago

APEX DOWNTOWN,
REGIONAL TRANSIT HUB,
FOOD LION ,APEX

one month ago

Help Seniors get to and from the Apex Denior Center

one month ago

Western Wake Crisis Ministry

one month ago

Beaver Creek Shopping Center
Downtown/Town Center

one month ago

Research Triangle park

one month ago

Hospital, Shopping, Downtown

one month ago

downtown

one month ago

beaver creek

one month ago

community center

one month ago

Shopping

one month ago

Hospital

one month ago

Downtown

one month ago

near harris teeter on Apex Peakway

one month ago

near Beaver Creek apts on nc 55

one month ago

near food lion on nc 55

one month ago

Pleasant Plains Park, Downtown Apex, Next new retail/restaurants (friendship station, sweetwater, depot 499?)

one month ago

TMSA SCHOOL

one month ago

All Apex Schools, downtown, and grocery stores.

one month ago

Waverly Place

one month ago

Costco shopping center

one month ago

Walmart

one month ago

Pleasant Park

one month ago

Apex, HS

one month ago

Downtown, Chatham and Salem

one month ago

Library, Lidl, Apex Community Park. (Nice use of map in the survey!)

one month ago

Apex Community Park: This would be an excellent addition.

one month ago

LIBRARY: Highest priority. Again, please have the bus pull into the parking lot for riders who are older/disabled and carrying heavy books.

one month ago

Lidl: good prices for the frugal, which probably overlaps with the bus rider demographic. Although not far from a stop currently, the in-parking-lot service is needed when carrying heavy purchases.

one month ago

Where everyone works

one month ago

Popular new park with parking problems

one month ago

AFHS High School - lack of student parking spots make transportation from after school activities a hardship

Pleasant Park

Downtown Apex

one month ago

convenient access for people servicing (or buying) vehicles at autopark

one month ago

The Green at Scotts Mill. Public transportation will never work unless you can walk from your home or office to the bus stop.

one month ago

Costco

one month ago

More routes into downtown cary would be really nice. The current apex/downtown connector has such limited schedule its hard to be able to use it.

one month ago

Eva perry library

one month ago

retail

one month ago

Hospital

one month ago

Downtown Apex

one month ago

Cinema, concentration of retail, hotels, office buildings

one month ago

Place with a high concentration of retail (walkability needs to be improved though).

one month ago

Downtown terminus, next to parking lot if needed to leave a car or wait for a pickup

one month ago

Library

one month ago

Common Area for multiple neighborhoods

one month ago

Pleasant Park

one month ago

Downtown

one month ago

Costco plaza

one month ago

Library

one month ago

Hard to cross 64 on bike/foot. Bus will help

one month ago

Near hospital and shopping

one month ago

Along hwy 55 because it is so bad for pedestrians and bikes.

one month ago

It would only let me place one pin.

one month ago

Something more along olive chapel

one month ago

close to my neighborhood (Scotts Mill)

one month ago

pleasant park

one month ago

1)Hope Community Church Apex campus/Camden Reunion Park Apartments

2) Pleasant Park

3) Apex Friendship High School

one month ago

Southern Peak Brewery

one month ago

Hunter Street Park (Gazebo)

one month ago

Pleasant Park (center)

one month ago

shopping and the library

one month ago

access to this large open outdoor space

one month ago

mid downtown

one month ago

dentist

one month ago

grocery

one month ago

Seems mandatory

one month ago

Lots of people.

one month ago

Lots of restaurants and smaller retailers. Worried super centers like Wal-Mart require too many purchases for people to take on public transport.

one month ago

Lots of people here.

one month ago

Shopping , high density housing

one month ago

#3

one month ago

#2

one month ago

#1

one month ago

Beaver Creek area for park and ride and convenience.

one month ago

Beaver Creek area for park and ride and convenience.

one month ago

Downtown evenings to relieve parking and provide an alternative to driving if enjoying offerings.

one month ago

Shopping

one month ago

Downtown Apex

one month ago

Access to Senior Center

one month ago

Bus stop

one month ago

Bus stop

one month ago

Apex HS

one month ago

Food Lion

one month ago

Target

one month ago

Downtown Apex

one month ago

I am on mobile so I will comment here :)

1. Vicious Fishes on Friendship or the AFHA school/neighborhood near it. A designated parking area (just a common parking garage?) dedicated to people parking there and taking the bus would be awesome. Currently no point driving to Walmart parking there and then taking the bus if I'm already driving.
 2. As close to the Cary auto park as possible while still being in Apex, ha! Would be nice to get to downtown or wherever when a car is being worked on.
 3. A neighborhood on Friendship, one of the monstrous ones or if there's not really any stops near where senior citizens live I think it would be nice to figure out a way for bus stops to be closer to their houses/neighborhoods.
- 2.

one month ago

Costco and Shopping mall

one month ago

Family and children to magnet schools

one month ago

Worker transit is key. If we can move a worker's car out of down town, this frees up parking for 5 customers (worker with a 8 hour shift, Dinner out on salem street is maybe an hour)

one month ago

In Apex peakway mall

one month ago

Stops at
medical centers/doctors

More stops on apex peakway (especially once bridge is built)

one month ago

Near residential areas

one month ago

Community Center

one month ago

Downtown Apex

one month ago

here-shopping

one month ago

here, access to food, shops

one month ago

here, access to food, shops

one month ago

I would use the GoApex to go downtown if it came by my neighborhood

one month ago

Apex Town Hall and Community Centers

Wake Urgent Care

Eva Perry Library

one month ago

Small Shopping for groceries

one month ago

I think this transportation is a waste of tax papers money

one month ago

Beaver Creek

one month ago

Downtown near Salem & Chatham

A stop that allows riders to access buses going to other locations

Beaver Creek shopping area

one month ago

Villages of apex south.

Apex friendship highschool

Sweet water commercial section

one month ago

Other routes: Apex to Cary Train Station would be very useful.

Apex downtown to parks when there is a concert or public event.

one month ago

Access to hospital

one month ago

Retail shopping

one month ago

groceries and general shopping

one month ago

The peakway should be expanded to include a tram with frequent stops ferrying riders around core Apex into downtown

one month ago

Retail shopping

one month ago

Access to medical care is very important

one month ago

Medical facility

one month ago

downtown - Salem Street for shops and restaurants

one month ago

Brussels Dr.
Apex Nature Park
Target/Lowes

one month ago

Brussels Drive townhomes

one month ago

Movie theater

one month ago

Neighborhood stop

one month ago

Senior center

one month ago

Target/lowes

one month ago

post office

one month ago

good downtown location

one month ago

food lion

one month ago

lidl

one month ago

skate park

one month ago

still convenient distance from home

one month ago

near home

one month ago

Downtown

one month ago

Near another shopping center / Kelly road park / greenway access.

one month ago

Near 2 affordable grocery stores

one month ago

Apex / peakway near Shangri La and townhome neighborhoods near by.

one month ago

Downtown Apex, Beaver Creek, and Sweetwater Town Center

one month ago

Groceries/retail/dentist/specialty drs in this general area

one month ago

**High school
Middle school
Elem school**

one month ago

Downtown Apex

one month ago

Community Center/Senior Center

one month ago

Downtown

one month ago

Hunter Park

one month ago

Library

one month ago

Wake Med on Williams - back for appointments, Apex Senior Center and Targe

one month ago

Currently, the route hits key areas, but I am proposing to add a stop at 55 close to Aldi, Walgreens, Food Lion. There is a big shopping plaza in the area and a lot of residential apartments with many residents.

one month ago

A route down Apex Barbecue from the Apex Nature park all the way to Salem to the new Depot 499 would be amazing for residents

one month ago

Publix

one month ago

Because there is a planned retail center in this area as well as so many townhomes etc, would love to have a bus stop and route here

one month ago

Aldi/Walgreens/Food Lion - nit shopping plaza here and residential apartment with a large number of residents

one month ago

Would love to have a bus stop on a route down Apex Barbecue near St. Mary Magdalene. There are quite a few older adults and some younger adults with special needs in this area that would benefit from public transportation.

one month ago

Compare Foods

one month ago

Somewhere near XL Sportsworld

one month ago

SweetWater Complex

one month ago

Apex Nature Park or somewhere near Bella Casa entrances.

one month ago

Hunter street in front of skate park

one month ago

Laura Duncan for the high school students

one month ago

Eva Perry library

Pleasant park

Auto park Honda/ Kia car area

one month ago

Downtown Apex, Beaver Creek, Sweetwater Town Center

one month ago

Walmart area

one month ago

Post office

one month ago

Pleasant park

one month ago

Hunter street Park

one month ago

Koka booth

one month ago

There should be a 64 loop that intersects with the current route.

one month ago

Pleasant park

one month ago

Costco

one month ago

Cary Train Station

one month ago

Pleasant Park

one month ago

downtown Apex

one month ago

Downtown

one month ago

Beaver Creek, Lidl, downtown Apex

one month ago

This would be a god location to shop

one month ago

New Hill post office would be a close location for me

one month ago

common shopping destination

one month ago

common shopping destination

one month ago

- 1. Stop at Peak Plaza.
- 2. Stop near Schedflin Road

one month ago

Downtown Apex, new sweetwater development on 64/richardson, connecting to other "go" routes in Cary/raleigh

one month ago

Beaver Creek General Area

one month ago

Apex Baptist Church

one month ago

Richardson Road and Olive Chapel

one month ago

Beaver Creek

one month ago

downtown

one month ago

I would take GoApex more frequently, but it takes me half an hour to walk to the nearest current bus stop, across the on/off ramps of 64, from home. At that point I'm just going to take Uber.

one month ago

Neighborhoods

one month ago

Better connections to Cary without having to go to downtown Cary and take another bus

one month ago

Richardson and Olive Chapel

New Hill stops

one month ago

Richardson and Olive Chapel

one month ago

Beaver creek

one month ago

Downtown

one month ago

Apex high school/costco area, car dealership area on 64.

one month ago

Senior center

one month ago

Library is more important than something like the Costco shopping center. It is silly to think anyone is going shopping at Costco or Academy Sports via transit. Could you imagine? The bus would need a trailer to carry all of the paper towels and toilet paper...

Overall, the Town cannot expect to serve everything with one route. Take a page from Cary. A loop route on the Peakway (or something approximating that loop until it is done) and a couple of other key routes (NC 55, Salem St., Hunter/Olive Chapel) that interconnect would do the trick well.

one month ago

WakeMed ER

one month ago

Better service for the Villages area would be idea as this is a more densely populated area.

Overall, the Town cannot expect to serve everything with one route. Take a page from Cary. A loop route on the Peakway (or something approximating that loop until it is done) and a couple of other key routes (NC 55, Salem St., Hunter/Olive Chapel) that interconnect would do the trick well.

one month ago

With new development approved, there will be increased multifamily in this area that needs to be better served.

one month ago

Eva Perry Library

one month ago

Apex Senior Center

one month ago

parking is horrible here; a stop here would help me at least.

one month ago

the shopping places here

one month ago

Transit access to the ATT would be nice for Seniors

one month ago

Transit access to Apex Nature Park

one month ago

If Pleasant Park doesn't currently have access to Transit, it would be important to include this as an option for kids and elderly.

one month ago

Would be nice to ride the bus to parks and not deal with parking

one month ago

Not specifically here, but somewhere along this stretch of Salem.

one month ago

Sweetwater Town Center to downtown area

one month ago

busy area with huge traffic backups on 55. thrift store, fast food, smaller independent restaurants.

one month ago

town hall area, which is getting busier and is also near Food Lion, restaurants, and a busy thrift store Guardian Angel.

one month ago

downtown Apex-which has very limited parking and lots of people, particularly during festivals and special events.

one month ago

Koka Booth Amphitheatre, Pleasant Park

one month ago

future train station - rail system should be a priority to connect Apex to other municipalities - is rail more cost effective than all of the vans and buses I see

one month ago

shopping center

one month ago

downtown apex

one month ago

Compare Foods

one month ago

Wake Tech Campus

one month ago

WakeMed ED & Physician Practices

one month ago

Big shopping

one month ago

Wake Med Apex

Walmart

Target/Lowe's/Beaver Creek Crossing

one month ago

Downtown Apex

one month ago

Wake Med E/R

one month ago

Beaver Creek Shopping Center

one month ago

The Senior Center

one month ago

library

one month ago

target

one month ago

town hall/community center

one month ago

And senior Center

one month ago

Eva Perry

one month ago

Town hall campus

one month ago

Library

one month ago

Seems like the plans are neglecting the schools and neighborhoods along Apex Barbeque Rd

one month ago

BEaver Creek

one month ago

Downtown Apex

one month ago

WakeMed Apex is critical

one month ago

Downtown

one month ago

Walmart

one month ago

Target/beaver Creek

one month ago

Walmart Supercenter. As a frequent shopper of this location, I see many people go to this location for their groceries

one month ago

Wake Med E.R. Dept

one month ago

UNC Fam Med

one month ago

I really have no idea, sorry

one month ago

Downtown apex, beaver creek, library

one month ago

Walmart

one month ago

Beaver creek

one month ago

Senior center

one month ago

Apex Senior Center
downtown Apex
Beaver Creek Crossroads

one month ago

Park

one month ago

Library

one month ago

I have problems placing pins on mobile. My three locations are downtown Apex, Publix Pointe, and Costco.

one month ago

The beaver creek area def needs at least two or three stops given the size of the center (the Panera section, Target/Lpwes, movie theater/Old Navy end)

one month ago

My house is off old Raleigh road in Heatherwood

one month ago

Eva Perry has lots of services

one month ago

Target/ chick fil a and restaurants/ sky high defy / shopping

one month ago

Not sure where the current systems even travel to

one month ago

community center/park and new restaurants

one month ago

Recreation!

one month ago

Downtown Apex retail.

one month ago

Major retail center of Apex.

one month ago

Publix and the surrounding shops. This area is already serviced by bus, although occasionally they've been short a driver so it gets missed on the schedule. Also, I often walk with my friend from Homestead Park to Dugout/Publix and crossing Kelly Road is a bit uncomfortable. The legal route is to cross at the corner of Olive Chapel and Kelly Rd, but realistically we see a lot of people jaywalking across Kelly Rd (as have we on occasion - only when safe!). Having a crosswalk partway down Kelly Road, possibly at Evening Star Dr, would make the bus stops and local neighborhoods much more easily and safely connected.

I know beggars can't be choosers, but some traffic calming around this area would be cool - slightly narrowed lanes at a hypothetical crosswalk or something else to make sure drivers are paying attention to pedestrians, something like that. It's a high traffic area, but also a road that many people like to cross, and between driver convenience and pedestrian safety, I prefer safety. As someone who walks, takes transit, AND drives, I'd rather give up a bit of driving convenience for a lot of safety. Plus, if it feels safer, more people will walk, which will reduce traffic, hopefully alleviating a bit of the inconvenience.

Sorry for the long essay - I just love walking in this area but would love if it was a bit safer and more pleasant. I think my friends in Homestead Park and Ashley Downs feel the same way, as we often meet up at the Dugout together :)

one month ago

My neighborhood! There are no major thoroughfares directly attached; however, I hope as the residences directly south of us get built, we can increase connectivity. I'd love to be able to get to a bus on Olive Chapel directly.

one month ago

target

one month ago

Shopping and restaurants

one month ago

Community Center, Pleasant Park, Walmart

one month ago

My house

one month ago

Walmart

one month ago

I am disabled and live at 3709 Sawyers Mill Dr in the county. We have no bus service. I have

one month ago

Beaver Creek shopping area

one month ago

Community center area

one month ago

Community Center

one month ago

RDU Airport

one month ago

friendship schools

one month ago

Trader Joe's

one month ago

hospital

one month ago

food - lion - affordable groceries

one month ago

downtown

one month ago

Healthplex

one month ago

Walmart supercenter and other Retail places.

one month ago

Pleasant Park

one month ago

Shopping Centers

one month ago

Hospital and Medical Centers

one month ago

Hospital and Medical Centers

one month ago

None. I think the transit program is not really needed. When I see the Go Apex Bus when I am driving around town, I have yet to see anyone on the buses. Only 1 or 2 times have I seen anyone at a bus stop. Why spend money on a project that nobody is using. Why not use those funds for other projects that people are actually using.

one month ago

My sister has no transportation and would love to go to the community center activities during the day!

one month ago

St Mary Magdalene church
The fire station at the corner of apex bbq and Kelly Rd
one month ago

All major Apex parks.
one month ago

Downtown
one month ago

Apex Friendship HS - they currently have no late bus options
one month ago

Downtown Apex
one month ago

Beaver Creek
Apex Community Park
Library
one month ago

Costco shopping center
one month ago

- Wakemed Healthplex/Medical Centers off of Williams St. (People need access to health care)
- Area schools/parks/community centers (people need access to wholesome recreation and education)
- supercenters/shopping centers (people need access to food/clothes/low-entry jobs)
one month ago

Beaver Creek
one month ago

Target
one month ago

Downtown Apex
one month ago

Downtown Apex (as a business owner there) could benefit by transit vs lack of parking
one month ago

Central point for homes.
one month ago

library, costco, grocery
one month ago

downtown
one month ago

Access to local parks, schools, restaurants

one month ago

Many new homes in this area with no safe way to cross over 64. Closest way to safely cross is Creekside Landing Drive making the closest bus stop 2 miles away at the Regal theater.

one month ago

senior Center and Town Hall.

one month ago

Public Library. I see many young people going there to study, meet tutors etc.

one month ago

Home Store/McDonalds on Williams St., a stop closer to Walmart on Apex Peakway where you didn't have to cross the street from the Assisted Living complex and it would also be closer to the new Stone Glen Apartments entrance. Stone Glen stop needs to be a priority with its affordable housing status.

2 months ago

Harris teeter

2 months ago

Costco

2 months ago

I don't think transit service needs to be improved. Low usage shows it is not needed to expand at this time.

2 months ago

Haddon Hall

2 months ago

Apex peakway and williams/55

2 months ago

Target

2 months ago

Hunter street at villages south

2 months ago

Eva Perry Library

2 months ago

Costco

2 months ago

Hunter St park

2 months ago

Downtown Apex, up and back from Community Center to Williams Street, to allow for 2-way, hop on and off

2 months ago

John Brown Community Center and Senior Center

2 months ago

Please rank the following priorities for serving target users or uses for transit service in Apex.

70%	Focus on transit options for low-income residents	Rank: 2.68	260 ✓
76%	Focus on transit options for seniors	Rank: 2.72	281 ✓
71%	Focus on transit options for persons with disabilities	Rank: 3.03	263 ✓
66%	Focus on local commuters	Rank: 3.10	242 ✓
63%	Focus on transit options for teens (note, youth ages 12 and older may ride GoApex without an adult)	Rank: 3.88	231 ✓
59%	Focus on regional non-work or all-day travel	Rank: 4.76	219 ✓
52%	Focus on regional commuters	Rank: 4.82	193 ✓
26%	Other	Rank: 5.94	95 ✓

369 Respondents

I would say prioritize lower income riders, but given housing market, not sure how many actually can afford to live in Apex

14 days ago

We don't ride the bus because there's no access to it where we live by Costco. We go to the senior center all the time but have to drive. Would love to take the bus

17 days ago

Have park and ride places to popular crowded places.

17 days ago

Poll Questions 'Other' Responses:

Shut the current system down as it is wasteful and focus solely on the specialized program - which should be coordinated with Wake County

17 days ago

Focus on another option to travel besides Uber/Lyft to minimize drinking and driving

26 days ago

Don't believe this is needed

one month ago

Focus on everyone. If you create a robust transportation system for everyone to ride then you will have a variety of people riding. I do think we are going to have a national issue as more seniors come of age and are moving to isolated neighborhoods like Apex (I moved to Apex to care for my isolated parents that can only get places by car. When they visit me in the city and ride the bus then I see them thriving and more independent.)

one month ago

local to work

one month ago

Rail connection CYN

one month ago

Special event routes.

one month ago

Terrible traffic is caused by commuters from other towns crossing Apex. Until Wake County establishes a mass transit system for commuters into the RTP, Apex will have terrible traffic. Widen roads and stop wasting taxpayer dollars with this little bus.

one month ago

Regional Transport around Apex for RTP commuters from other towns

one month ago

None ... nobody uses it

one month ago

Love to get locals to use public transportation but that's a challenge for those who have money and love the flexibility. Parking issues and inability to drive are bigger motivators than gas prices or climate change.

one month ago

Event attendance

one month ago

Event attendance to lessen parking issues

one month ago

I think the age is too young to be without an adult

one month ago

Other than doing this sort of survey, how many surveys you've been /you plan to do:

How many people actually want any form of transit, compared to spending that part of the money on something else, which could be much more important?

Particularly, how effective of such transit, what's the return for such money spent (and don't call it investment, it's anything but investment)

Do you have reliable, the bare minimum, the essential data of how the past and current transit service is been running?

How many of policy makers actually ride ANY kind of transit bus? (I did, and it was a total waste of public money, and close to total waste of every minute of several hours of riding them)

one month ago

no one is using it

one month ago

None

one month ago

Focus on bridging gaps for neighborhoods that have to walk 45 min+ to get anywhere

one month ago

I use the GoApex to get to and from work

one month ago

Get rid of the bus service.

one month ago

Nobody rides the buses needs to be shut down

one month ago

Parents driving kids to school instead of taking the school bus.

one month ago

The last question's 6th ranking for "focus on transit options for persons with disabilities" is not a real question. The Town's transit service is required to provide that service. Asking people to rank something you are required to do is silly.

one month ago

There are no options outside of work hours. It might be worth advertising to test a public transit weekend where people can use GoApex or GoCary for the night until a reasonable time, like 9pm or 10pm.

one month ago

Airports

one month ago

Focus on community not on transit

one month ago

Focus on people who would like to get around the different areas in Apex. Current GoApex Rt is good, but unfortunately there is no service to the people north of 64

one month ago

Survey does not allow someone to say none to all. Did not prioritize, kept default.

2 months ago

Close too busineses

2 months ago

Other: nightlife options

2 months ago

Focus on local shuttle to reduce traffic and parking issues. For example, create a Route that goes in the reverse direction so that it doesn't take an hour to return home from destination.

2 months ago

How important are each of the following factors to whether you would consider riding transit in Apex?

	Required for me to consider riding	Would make me more likely to ride	Neutral or would not make me more likely to ride
Free service (no fare)	13% Required for me to consider riding	46% Would make me more likely to ride	41% Neutral or would not make me more likely to ride
Short distance from home to nearest bus stop (1/4-mile or less)	35% Required for me to consider riding	46% Would make me more likely to ride	19% Neutral or would not make me more likely to ride
Short distance from bus stop to my destination (1/4 mile or less)	34% Required for me to consider riding	45% Would make me more likely to ride	21% Neutral or would not make me more likely to ride
Picks up and drops off right at my destination	12% Required for me to consider riding	54% Would make me more likely to ride	33% Neutral or would not make me more likely to ride
Safe and convenient walking path to the bus stop and destination	50% Required for me to consider riding	33% Would make me more likely to ride	17% Neutral or would not make me more likely to ride
Feeling of safety and security at the bus stop	60% Required for me to consider riding	25% Would make me more likely to ride	15% Neutral or would not make me more likely to ride
Feeling of safety and security in the vehicle	61% Required for me to consider riding	23% Would make me more likely to ride	16% Neutral or would not make me more likely to ride
Bench at the bus stop	13% Required for me to consider riding	45% Would make me more likely to ride	42% Neutral or would not make me more likely to ride
Covered shelter at the bus stop	16% Required for me to consider riding	53% Would make me more likely to ride	31% Neutral or would not make me more likely to ride
Bike racks at the bus stop	4% Required for me to consider riding	25% Would make me more likely to ride	71% Neutral or would not make me more likely to ride

	Required for me to consider riding	Would make me more likely to ride	Neutral or would not make me more likely to ride
Trip time is comparable to driving a private vehicle	21% Required for me to consider riding	56% Would make me more likely to ride	24% Neutral or would not make me more likely to ride
Frequent service – 30 minutes or shorter between trips	28% Required for me to consider riding	52% Would make me more likely to ride	20% Neutral or would not make me more likely to ride
Available late-night service (after 10pm)	5% Required for me to consider riding	29% Would make me more likely to ride	66% Neutral or would not make me more likely to ride
Available weekend service (Saturday and Sunday)	17% Required for me to consider riding	59% Would make me more likely to ride	24% Neutral or would not make me more likely to ride
Convenient transfers to other bus routes	15% Required for me to consider riding	53% Would make me more likely to ride	32% Neutral or would not make me more likely to ride
Reliability - confidence that the bus will arrive on time	47% Required for me to consider riding	40% Would make me more likely to ride	13% Neutral or would not make me more likely to ride
Availability of high-quality real-time transit updates	33% Required for me to consider riding	52% Would make me more likely to ride	16% Neutral or would not make me more likely to ride
Other (Please specify in comments)	13% Required for me to consider riding	17% Would make me more likely to ride	71% Neutral or would not make me more likely to ride

550 respondents

Nothing would make me more likely to utilize the system.

17 days ago

Requiring masks on transit would be needed for me to use it.

17 days ago

I think to get car drivers to consider taking the bus you need to have a park and ride place so drivers could easily drive there and easily park and let the bus take you to a popular place so you don't have to fight the downtown traffic.

17 days ago

I would not ever ride the bus

19 days ago

Frequency of buses is key. I ended up walking to my destination which was 1.5 miles away because that was faster than waiting for the bus based upon the time I needed to be at my destination.

19 days ago

Bus routes at neighborhoods. Why does it just go around where stores are when the people who want it can't drive to get to the stores. More neighborhood stops would also likely get a break with the city ver crowding of cars on the road.

19 days ago

Greater visibility of the existence of the service; I didn't know this was available

20 days ago

Near to the community

21 days ago

Bike rack on the bus; connections to other transit services

23 days ago

Low environmental impact of bus fuel/type

24 days ago

Seeking routes for teens 14+ to ride the bus for work. Helps with independence and parent transportation during their work hours.

25 days ago

I need reliable public transport communte ro Raleigh withought 3 transfers please

26 days ago

Other city locations (Raleigh and Durham

one month ago

This service has been wonderful and improved greatly in last year in trms of communication, updates and staff's customer service. Previously drivers often shared that their manifolds were unrealistic. Thanks for this service.

one month ago

Honestly I am probably never going to ride a bus as long as I have the ability to drive my own vehicle. But if I were in a position where I needed this type of transportation is how I answered these questions. I currently hardly ever see anyone on our transit bus and it makes me wonder if this is the most efficient use of our funds. I would need to see overall cost of running this Go Apex compared to how many people actually NEED and USE this service to be supportive of our tax dollars continuing to go toward this service.

one month ago

Coordinated connection with train arrivals and departures at Cary Depot CYN

one month ago

Not a bus, buses are never on time when you need them.

one month ago

Resident focused needs, such as getting downtown events without parking congestion. Discontinue routes bringing homeless panhandlers in from Raleigh.

one month ago

Local traffic is not the problem. It is the commuter traffic from other towns crossing Apex into the RTP!

one month ago

I have never lived so close to town to have the opportunity to experience riding the bus. I therefor do not know how. Where would I catch the bus? would I ride all day until they go where I wanted to go? When would I get picked back up, or would I get picked up?

one month ago

Knowing that my fare cost can support someone else who has trouble paying. Pay it forward program.

one month ago

Express and frequent rides from Apex to RTP

one month ago

Apex is not a metro area like bustling cities like NY, LA, SF or cities like Europe where many reside in smaller city centers. It is a mix between suburb and rural. Having a bus circling around where you rarely see people even walking around only consumes tax dollars that can be allocated to other projects. Per Arno Zegerman, the Apex bus gets no more than 50 riders per day. At a cost of \$800K/year to operate, this serves to be a very costly mode of transportation which he believes should be expanded in order to promote ridership. While he does have experience with train and bus transportation since he was born in the Netherlands, Apex is in no way near comparable to the Netherlands. With him believing that it is, his assumptions are unreasonable and unfounded.

one month ago

Reserved space in the vehicle for shopping/grocery bags

one month ago

Built an app

one month ago

Priority destinations that allow me to switch to a car-free life: LIBRARY, medical appointments, groceries, and basic shopping -- plus access to broader Triangle when needed.

one month ago

I think the major thing preventing me from riding the bus is it doesn't take me to any destinations I want to go to. I live in downtown apex and it feels like the only places the buses may take me to is beaver creek commons, which if I'm going there to go shopping I'll likely just drive since its much quicker even though I hate driving in that area. I would also like to replace my commutes to RTP with bus trips but GoTriangle cancelled the service from Apex to RTP. We also cannot conveniently or reliably take the bus into Cary or Raleigh during weekends

one month ago

So far, the closest bus route is about a mile from my house. While I would like to try the bus, most of the time I am driving to store (not convenient to walk a mile with groceries) or out of Apex.

one month ago

Audio-visual announcements of stops (text is very important, think of old parents who cannot understand spoken English well)

one month ago

This should have a fee AND not run after 8pm. If it's free AND late crime and transients WILL GO UP-It is already.

one month ago

I'd like to get to the airport!!!!

one month ago

My home is off the beaten path, making public transportation impractical for me. Used it routinely when I lived in Pittsburgh and Denver. That said our local car use is <1,500 miles a year as we work from home and no longer enjoy leaving our neighborhood. Apex's intense pro-development stance and promotion has greatly lessened Apex's quality of life. Small town it's not. We resent the replacement of trees/nature/slower lifestyle with traffic, rudeness, and so many buildings. Apex seems fine with clear cutting and wetland removal, reasoning more people=more town revenue=happiness. Don't agree.

one month ago

Child Friendly for young kids under 5

one month ago

I'm never going to ride this so don't care about any of these

one month ago

Accessibility to get on and off bus and assistance always available

one month ago

Not needing to ride the entire route to make a round trip. A five minute ride to my destination is great, but a 45 minute ride back makes it hard to use the bus unless I have a ton of time to kill

one month ago

I wish the route operated in both directions around the circle.

one month ago

You have to look at preexisting neighborhoods and help. There are big neighborhoods and folks who are not right at the edge have a long way to walk.

one month ago

In addition to transport, we are looking at spending more \$ on a service no one uses? I see the buses frequently and have only seen riders once. and the claim is that use is, "bursty"?

one month ago

It's already bad enough that Apex has inconsistent side walks... how are teens supposed to get out of the house to do anything safely? Not safe to walk, hello to bikes on single lane roads without bike lanes

Make these bus stops accessible to neighborhoods so the teens can actually walk to them to then take the bus to a destination

Why isn't there bus options near schools like Apex Friendship middle / high school??

one month ago

It would be great to have bus stops at or very near high-density neighborhoods that would then take people to retail/restaurant destinations. (Example Bella Casa to downtown Apex, Sweetwater to downtown Apex). My family would absolutely take public transport if we could go from near our neighborhood out to dinner or shopping. This would be huge for our town! And would greatly help those who would like to drink alcohol and travel safely. This would also help teens get from place to place safely.

one month ago

Drive on/off platform for small mobility scooter

one month ago

I don't currently ride because the closest stop is 1.4 miles with a decent hill to get there. I don't need it to be 1/4 mile distance, but, 1/2 mile from my neighborhood would make riding more of an option

one month ago

Bike rack on bus so bike will be available to me at destination. Alternatively - bike share available at low cost.

one month ago

Kid/family friendly

one month ago

Public Transit would be substantially important to the growing need in Apex. Not just job creation, but allowing for our communities most vulnerable to access transportation to meet their medical and household needs. It would open new opportunities for those who are without, and make traveling to their destinations achievable. It is critically lacking right now, and has been for a long period of time. This needs to start now.

one month ago

Maybe an app for alerts on service delays or planning your route. The London transit app is amazing for finding a route esp for disabled travelers or new to an area

one month ago

Na

2 months ago

Drop off cannot be to far from actual destination. Ie. Public's grocery store drop off not in front of store

2 months ago

Shorter duration of ride... In other words, have routes that go in opposite directions so that a rider doesn't have to make the entire loop to return back home. Example, now if I get on aty (very convenient) closest stop and want to go to the grocery store, I can get there quickly, but to go home take 45 minutes because I have to ride the entire Route 1 loop.

2 months ago

If the Town were to pursue transit expansion in the next couple of years, which option would you prefer the most? (if you select "Explore a different option" please feel free to write in your idea(s) in the comment box below).

56%	Add a new local bus route	Rank: 2.13	202 ✓
56%	Increase frequency of service on GoApex Route 1	Rank: 2.23	201 ✓
52%	Complete improvements at every existing GoApex Route 1 bus stop (shelter, trash receptacle, bike racks at about half of stops, and bench at remaining stops)	Rank: 2.37	186 ✓
51%	Increase span of service on GoApex Route 1 (i.e., add late night and/or Sunday service)	Rank: 2.40	182 ✓
30%	Do not expand transit service	Rank: 2.43	108 ✓
25%	Explore a different option (specify in comments)	Rank: 2.80	91 ✓

360 Respondents

Again I think you need park and rides.

17 days ago

Add more transit service with convenient connections to allow people to access more destinations around town

17 days ago

I never see anyone on the busses. I would be interested to learn what the actual ridership is.

19 days ago

More routes

20 days ago

Reliable transit to and from Wake Tech campuses, along with other education centers

20 days ago

I don't know enough about the routes to make suggestions. I think the general public needs to be "marketed" this stuff to have any idea about it. Unless an individual has a specific need for public transportation most don't have enough info because they haven't sought out the info.

one month ago

I do not think there is enough utilization of the current transit service to consider expanding. I rarely see anyone (or only 1 person) on the bus at a time. I truly don't think the Town of Apex needs this service. If anything, I think changing it to a pick up/drop off reservation service would be better. I have a homebound Father that needs assistance getting to and from doctor appointments and he cannot get to a bus stop and wait for the bus and then the route doesn't get him there

one month ago

Keep the door-to-door for seniors and those with disabilities please. Add some options to nearby cities such as Wilmington and charge fee,if necessary.

one month ago

Less time to go from one place to another

one month ago

We hardly ever see even one person other than the bus driver on the Go Apex bus and the bus goes right by our house every day it's in operation. I just wonder if this is truly a need right now for our town. Just want our tax dollars to spent as wisely as possible. Not against providing help but if the costs are outweighing the actual benefits for the town I'm not for continuing this same service.

one month ago

Connect with Cary bus service to go to the Cary Amtrak station or look into an option of Amtrak stopping at the Apex train station.

one month ago

Apex-Cary route with coordinated connection with train arrivals and departures at Cary Depot CYN

one month ago

Please look at Rail based solutions (light rails, subways) they are on time more often and do not interfere with existing traffic too much

one month ago

Create bus routes connecting schools specially Thales or Peak Charter or Day care or Preschool not having Wake county bus service, from various communities specially on Olive Chappel, Kelly and Richardson Rd etc.

one month ago

Increase Cary express to weekends- would use especially since parking in Cary is challenging

one month ago

It's a pipe dream, but a triangle-wide light rail system would make sense for our metro area, especially when compared to communities of a similar size

one month ago

Would love to maybe have a bus route that connects to downtown Cary from Apex

one month ago

Wake County needs to develop system for commuters from other towns to get to RTP without crossing Apex!

one month ago

I don't have an option on this question.

one month ago

Regional commuter routes

one month ago

Should continue to see increased ridership on route 1. Only increase service to increase ridership. Reducing cost/passenger should be a goal. FY 22-23 cost/passenger was \$39.00 per passenger. FY 23-24 estimate is \$58.00 per passenger. Set ridership goals each year with the budget. FY 22-23 12,075 passengers, FY 23-24 15,500 passengers (estimate), FY 24-25 20,000 passengers goal.

one month ago

Provide dependable timely services for low income individuals to avail themselves of service/support entities (ie clinics, Dorcas, WWCM, senior center, food pantry)

one month ago

Direct connectivity from Apex Downtown to RDC

one month ago

Express and frequent route from Apex and RTP

one month ago

Per Arno Zegerman, if you build it then people will come. Expanding to the current bus route will not bring more riders. It should be treated as a proof of concept that has not yielded the benefits it intended since its inception. As he admitted, there were no KPIs set to determine if it is successful or not. Without drawing lines in the sand, what you have is guess work and hope.

one month ago

Realistic commuting option to major job centers like Raleigh and RTP

one month ago

Increase ridership on the existing route prior to adding routes, etc. I don't have an answer on how to do this. That is why you are paid the big bucks:)

one month ago

Whenever I see transit buses around town they seem mostly empty. Would like to see smaller, more efficient vehicles that are better sized to Apex ridership levels.

one month ago

A must have is a bus stop close to my home

one month ago

I feel like the biggest thing would be improving connection points to the region. Downtown Cary is a great transit hub that we cannot access via public transit except on a few hours the day on weekdays.

one month ago

Add priority/bus-only lanes.

one month ago

Find a different way to fund the apex portion of the bill

one month ago

Do not waste tax payer money on this service that is barely used. Grants may cover it for now, but it will not always cover it. Any expansion to the service or the routes, including any improvements to the stops, is an absolute waste of tax payer money and therefore derelict of duties by the town council.

one month ago

An outbound and inbound route, for instance if I wanted to take the bus from shackelford and apex peakway to food lion (one near town hall) I would have to ride the route all the way around. A 1hour route just to go pick up some groceries, that is super inconvenient and does not incentivize me to not drive my car. If I could do that same trip in a reasonable time (during peak driving its about 15 minute by car one way so something in comparison) I would use the bus more often than not.

one month ago

This service is hardly used as it stands. It should be focused on people who don't have transportation to work or medical care for low income not a novelty as it is now

one month ago

Don't make mistakes like at West Cary Park, where the bus stop is on a very busy road and so far from shopping that people push carts to the stop and leave them. Does not feel physically safe, either.

one month ago

Also add service direct to Raleigh, Durham, and Chapel Hill.

one month ago

I would like to see more door to door pick up as someone that cannot walk far

one month ago

Consider point-to-point service if it better meets user needs for no additional cost to taxpayers

one month ago

not a good use of taxes

one month ago

Don't add another bus

one month ago

How about stop wasting taxpayer money when hardly anyone uses this

one month ago

I would like to see a volunteer network of drivers

one month ago

Trams, protected bike paths, and light rail would be game changers

one month ago

It'd also be nice to have a route to downtown Durham

one month ago

2nd above should be done regardless of this survey. Riders should not sit in the rain or hot sun and absolutely should be able to have a bench to sit on.

one month ago

I think people with disability, seniors and teens would benefit most from the service and they need to be marketed to

one month ago

A different option that should be considered is enhanced service on days there are events downtown Apex. Parking is getting so limited on event days and often restricts us from attending.

one month ago

Bella Casa stops

one month ago

Transit for special events (Apex Pride, Peakfest, parades, etc)

one month ago

Operate the route in both directions

one month ago

Ability to go to downtown without parking hassle.

one month ago

Look at utilization of current services - seems like there is no demand for these types of services and we are not utilizing our funds properly (e.g. remove the local tax that covers this service.)

one month ago

Work with wake and other municipalities to increase interconnectivity and form a cohesive public transit system like the MBTA including transit to DTR areas for events

one month ago

Focus on getting bus access in large neighborhoods not on edge

one month ago

Current buses are nearly empty wasting a lot of money and fuel.

one month ago

Apex does not need a second route. I see the first bus 3-4 times daily at different locations and rarely see anyone riding. Route 1 was touted as a success with 12000 riders last year but you don't actually count people, just amount of rides. one person riding can make multiple rides by getting on and off more than once. it was misrepresentative..

one month ago

Don't expand when current bus is not utilized. I think if route 1 does not get ridership to increase the whole program should be canceled
one month ago

Busses are mostly empty. This is a wasted service. Discontinue the service would be the best benefit to tax payers.
one month ago

I would love to see a new route in Apex between Depot 499, down Apex Barbecue and to Apex Nature Park
one month ago

I am proposing an additional stop close to the Aldi/Walgreens/Food Lion shops and the residential apartments around it.
one month ago

A reverse route of the existing Route 1 would make me much more likely to use it. Alternatively, a second route splitting the existing route with an overlap in downtown would be more appealing making it a maximum 30 minute loop, not 60.
one month ago

Please put a stop on the north side of 64, it would make me so much more likely to take the bus and catch other regional transit like the Apex-Cary route, and there are two grocery stores at the 55/Jenks intersection that would help serve this part of town better. I don't drive so it's not at all convenient for me to walk half an hour to Beaver Creek just to catch a bus. I would also very much like an express route to the airport!
one month ago

Need a bus going the opposite direction. Example if I go to Beaver Creek from Town Hall I have to wait for the bus to come around and ride it through the entire loop again to get back to my origination point
one month ago

Maybe a route that starts at Peak Plaza and run down to Walmart, and loops back.
one month ago

I have no car and bike to locations. It makes it hard when go apex 1 doesn't run frequently or close to my location. I have to bike 30 minutes if I avoid the most direct (unsafe) route on olive chapel.
one month ago

I don't know which of these options fits, but I think my too-young-to-drive teens would take advantage of the bus service if it served our neighborhood (Bella Casa).
one month ago

Get rid of bus service.
one month ago

Connect more conveniently to other bus systems (like GoCary)
one month ago

I would certainly ride more frequently to and from work if the bus went to my work and was more frequent. I work near Apex mosque and live near Apex Healthplex (two very close locations) but at this time, I have to either leave way early or arrive to work late with how the schedule is. And walk quite a distance, so it's not worth it for me. I would love to take the bus to and from work daily, but it's just not convenient or efficient for me.
one month ago

extend bus route to reach more neighborhoods. Currently closest stop is 3.5 miles from our house, which makes it very difficult to use.
one month ago

Stop at Eva Perry library

one month ago

Include additional Neighborhoods to be served. i.e. Stillwater

one month ago

I am a senior and would need door to door services. My priority would be a door to door route. More seniors might choose Apex as their residence if this kind of transportation was available.

one month ago

Increase availability of GoCary and Route 305. The times offered are clearly for work commuters, but there is a big opportunity for evening use for people dining, shopping, etc. also the GoApex route should be adjusted in evening hours to be for the more likely use of connecting various neighborhoods to dining/nightlife vs going to Beaver Creek and Walmart. Then daytime service should be for those things.

one month ago

Would love to see a bus or tram do a small loop through downtown Apex and to some of the local parks. Making it convenient for families with little kids to enjoy the town, events, etc.

one month ago

real time location data

one month ago

More stops along or in existing neighborhoods

one month ago

We are currently too far from the bus route to take the bus. A route that reaches all the schools (we are near Apex Friendship) would be helpful.

one month ago

Would expanding service really encourage people to ride the bus? Definitely not a rail system ...too costly for the average senior on taxes for the little use they would get Perhaps expand the medical pickup services for Seniors and let the Seniors know about the service (email or USPS). Many Seniors don't know about services available to them.

one month ago

I don't want buses at all. They ruin communities and lead to even higher taxes and more people crammed into less space. They always lose money and have low ridership. The costs far outweigh the benefits. Regardless of how much grant money is received, grants from the government come from taxes. If you must create a bus line, send it the airport where it stands a chance of being used.

one month ago

Go outside town boundaries for stops

one month ago

Connecting bus routes with greenways / park trailheads or parking lots would be a tremendous value to Apex residents. Allow bikes to board as well.

one month ago

The current route is way too long and no one wants to ride a bus for an hour plus to get anywhere around Apex when it takes 5-10 minutes to drive.

one month ago

Commuter trains with several stops along Apex (Friendship-PleasantPark-Downtown-...-Cary railway station-...-Raleigh) and to Durham through RTP (using current freight rails)

one month ago

Improve GoApex Route 1 stops and route. Current route is extremely inefficient and the stops are mostly useless. Clearly it was designed by people who had no interest in taking this route on a day to day basis. The same route needs can be made so much more useful by actually taking it to places where people who are interested in public transit and minimizing their carbon footprint, would like to go e.g. government offices and buildings, grocery, library, schools, post offices etc.

one month ago

The town should not expand this service at all. If ridership is low now having more buses would just be a waste of money.

one month ago

Look at options that help those who cannot afford to use public transportation.

one month ago

Add additional bike path connectivity in addition or replacement of new public transportation.

one month ago

Locations requiring a car. Duke Gardens. Raulston Arboretum. Nature counts!

one month ago

Discontinue or make it pay to ride.

2 months ago

Ensure crosswalks are close to each bus stop (bus stop across from my neighborhood on Olive Chapel has no crosswalk requiring people to jaywalk.

2 months ago

FINISH THE PEAKWAY.

The bus route being one way is incredibly inconvenient. My destination could be one stop away, but to get there (or back) I would need to ride the entire 1-hr long route.

2 months ago

Bus stop not near house. Too far to walk to access bus

2 months ago

Make Route 1 work and in demand and add a 2nd route in high demand area, frequent trips perhaps between a group of apartment complexes and the closest affordable grocery store (e.g., not Publix) AND publicize the ridership levels once it gets to a good level, along with some estimate of the number fewer cars on the road or parking spaces used, etc. Only then, when people see 2 good routes well used, will the Town residents believe it's worth the money.

2 months ago

What other ideas do you have to make transit more useful to you or those in your household (whether or not you are a rider)?

Provide accessible bus stop to get to Go Apex. Willing to pay.

14 days ago

I have never ridden bus in Apex, so honestly don't know anything about current service. Is there an app?

14 days ago

Incentives for riding -- be it a prize, some sort of state tax break, etc. Also, having transit readily available and promoted on the event's website during busy town events, like PeakFest, would be great.

15 days ago

Would love to take bus to the senior center & shopping centers if there was a route near us.

17 days ago

Nothing

17 days ago

Park and Ride

17 days ago

More service to Cary and service that conveniently connects to the RDU airport

17 days ago

There is nothing you could do to make me ride the bus.

19 days ago

Greater visibility! I have been wanting public transit and didn't know that it was available.

20 days ago

I am 84 and have macular degeneration and soon will not be driving. I cannot walk far and am a quarter of a mile out of the required range for door to door pick up at Olive Chapel and Kelly Road. It would be so nice if this service would be expanded. I love going to the Senior Center in Apex for exercise and other classes. When I no longer drive, I will not be able to get there.

23 days ago

Would really like a bus route to go to or close to the Eva Perry Library (even on Old Raleigh Road by road to library) and that route would go to the Senior Center. Library to Food Lion to shops across from Town Hall/Senior Center.

24 days ago

Thanks for asking for input. Regional would be best (Holly Springs, Apex, Cary); frequency, safety and reliability are key

24 days ago

later run times. closer stops to residential neighborhoods. If I decide to have an evening out I would have to leave by 9pm or earlier to catch the last bus and would still have to park my car to the closest stop which defeats the idea of riding

25 days ago

People in this region aren't going to utilize it.

one month ago

Door to door service like the go Cary door to door by payment of a fair of \$4 oneway

one month ago

I think there should be a teen program to educate teens and their guardians on the bus program which would allow them to explore other areas, Cary for example.

one month ago

Offer citizens the ability to call and reserve a pick up to an appointment and a return. We have plenty of seniors that would use this service. I think more would use this service over the current bus route.

one month ago

Transit is simply not useful to my family at all right now, but we would very much like it to be! There is no bus stop within a mile of our house, and the service is so infrequent that even if there was, we could not reliably get anywhere. Apex would be such a charming walkable town with Transit options that allowed us to have alternatives to motor vehicles

one month ago

I am lucky to have reliable transportation, but everyone knows the bus would save gas and encourage development without those enormous parking lots. I especially would like to ride the bus to the many festivals in the downtown. I find myself spoiled and not willing to wait for the infrequent stops in order to do my shopping etc by public transportation. I live within a 8 minute walk to the stop on Kelly Rd. at Publix so I do have a viable option to ride.

one month ago

please add New Hill,NC near the USPS as bus stop to medical and other shopping places in downtown.

one month ago

A way to report great service by bus drivers. A few have been exceptional and others were good too.

one month ago

There should be more bus stops near where I live, more to the south-west.

one month ago

Pick up where I live...

one month ago

?

one month ago

Add more buses and routes for elderly and promote it

one month ago

Provide park and ride service.
Police presence near the bus stops for safety.

one month ago

Provide transportation when there is a demand.

one month ago

Possibly for events in Apex when parking is limited, have a vehicle transport people. Timing frequency on regular days.

one month ago

Large parking areas at main transit hubs.
Direct transit to downtown Raleigh or Cary

one month ago

Pick up available for Thales teens, route 1 is a few minutes too early for them to be able to ride it home from school.

one month ago

We would love if it came to the stops every 30 mins instead of once an hour.

one month ago

A way to connect with a bus to the airport would be nice

one month ago

If expansion is possible, run routes beyond downtown to where most people live.

one month ago

- 1-Post where you're stops are
- 2- post transfer sites and times when transfers are available to another bus lope

one month ago

Bus service smith farm to newsweet water and beaver Creek shops

one month ago

Definitely would recommend an easy to use app!

one month ago

Going from apex to down town cary would be fantastic. Having Cary to apex would be great too

one month ago

Wake County needs to develop system for commuters from other towns to get to RTP without crossing Apex!

one month ago

Educate, send out information about the bus service. Could be in the monthly billing? I have no idea how the bus works. Does it take hours to get to your destination? Send out schedules, fees ect.

one month ago

more frequent buses, more stops.

one month ago

Provide busses where passengers will ride. Saying they will ride is not enough. Should see increased ridership.

one month ago

I don't really have any other ideas

one month ago

Great service to local events like peak fest to avoid driving. Add residential stops etc

one month ago

Publish the schedule more widely and identify the bus stops available.

one month ago

The population that currently exists has targeted needs: Seniors, low income and disabled. Compared to the rest of the population, this appears to be a much smaller subset of the current population. Like in metro and other like areas, scheduled pick-ups for the aforementioned population may be more economical and reasonable.

one month ago

The bus route should cover more residential and shopping areas so that more people can use it.

one month ago

There are stops somewhat close to where I live but I've never ridden. For exercise we end up walking instead even if it's a couple of miles.

one month ago

Having a stop closer to our house, connecting to more places (restaurants, retail, parks), later hours of service

one month ago

Trainings for tweens/teens, people with disabilities

one month ago

During downtown events have more availability/frequency to surrounding neighborhoods so that people wanting to attend don't have to take cars

one month ago

Expand the door to door service to senior citizens and include more shopping centers that are outside the current door to door service area.

one month ago

Additional education about the routes and transit services available. For example, I was not aware of the door to door pick services.

one month ago

Very Short local safe and clean (electric?) rides to local destinations (downtown shops, senior center, library)

one month ago

I am glad that the current route goes to destinations required by low-income riders, such as Western Wake Crisis Ministry and the laundromat. If a bus fare is required, please consider a waiver or discount for seniors, the disabled, and the low income.

one month ago

Consider school input to time stops - for example APEX middle dismisses at 3:00 but there is not a bus nearby until almost an hour later.

one month ago

It is apparent by the ridership that it is too soon to have a bus service in Apex. It must be made more convenient to a person's home. Why would I drive my car to a bus stop? Makes no sense.

one month ago

Again, more connection points to the region. If I think about my weekday trips its likely work (RTP the 315 is dead), Lidl (we walk or go to coming back from work), Eva perry library. On weekends we typically end up at Patel in Cary for groceries (Apex Asian markets have been disappointing to us), Costco (A bus route to costco would be awesome, parking there is so tough). However The times I MOST miss the bus is when going to events or the airport. Going to PNC Arena on bus would be awesome, same for going to the soccer games in Cary. Going to Koka booth for the lantern festival or the outdoor concerts and all their other events would be amazing. We often go to the NC symphony in Raleigh but we must drive. When Apex held the Christmas parade we saw people attempting to take the bus but then abandoning their plans since the bus was cancelled or excessively delayed. Having public transit for high traffic events would be amazing. My wife has attempted to use the bus for some errands (running to post office, Suvidha, grand india mart) and has ended up walking home as that was quicker/more convenient. It feels disappointing that we live in downtown apex but have so little regional transit options. Sure the 305 exists but its left me stranded a few times, and its hourly in a limited window and not on weekends.

one month ago

Android application where you can reliably see bus locations and search for the way to get somewhere using public transit.

one month ago

Please charge and do not make it late night OR connect to big ger cities.

one month ago

Benches, trash cans, and covered areas

one month ago

Frequent weekend service. I don't work in Apex so weekday service doesn't help me but I would be eager to get around town without driving on weekends and especially Friday and Saturday nights after 10pm.

one month ago

closer stops to where we live (Scott's Mill)

one month ago

Parents would like to know that their kids are behaving appropriately. That burden should not just fall on the driver. The driver should feel comfortable driving teens around but Inwoud be interested in a feedback loop.

Also; adding Pleasant Park would mean the world for a lot of younger riders!

one month ago

Inbound and outbound routes, allowing me to go out and back from my home area to do things around town fairly quickly.

one month ago

I would really love to be able to take public transportation to work in Raleigh. If there were a train system, the Apex buses would have to provide access to several train stops.

one month ago

I live over by Costco, the Apex stop is too far from my home to want to use it. There are a lot of apartments that could result in more riders.

one month ago

Not available in my current area. Needs to be accessible by all residents.

one month ago

Haven't used it yet bc bus stop still to far from our house (near nature park). Would love stops near the Nature Park, Friendship HS, Pleasant Plains park

one month ago

Are there car seats for young kids? Is it stroller friendly? Would the driver be willing to help with lifting a stroller into the bus?

one month ago

This is a waste - I see empty busses driving around Apex throughout the day. Widen the roads & increase traffic flow instead

one month ago

Faster buses

one month ago

Cooler bus stops

one month ago

The transit service seems to be a big step down from personal vehicles.

one month ago

Make the stops more accessible with seating options at every stop for disabled people. Even if there is an annual paid service for medical appointment pick ups to the nearby hospital facilities that would be a good idea.

one month ago

Educate residents on usage. Make the routes and schedules easy to navigate.

one month ago

It's such a great start and service but I think to be ultimately successful and help connect apex as a community and put us on a gold standard for the triangle area we would need to have more routes. Especially stopping in neighborhoods so people actually have a bus stop within "walking" distance and not a bus stop that they'd have to drive to, which kind of defeats the purpose. I think it's AWESOME that it's being considered and fought for though!!! Definitely a line or two towards the friendship area to get all the insanely large neighborhood ppl too.

one month ago

Maybe incentives for riding the bus would increase occupancy

one month ago

Make it easier and safer to access bus stops by bike/Greenway. When there are no stops close to home, it would be great to have a safe way to get there by bike

one month ago

needs more access.

one month ago

The service has to be more frequent. My adult grand daughter has tried to use the triangle and Apex system but it is not workable when it takes three hours with transfers to get to destination.

one month ago

Drop off at Library!

one month ago

Extend bus service days and hours

one month ago

I know that many people have to drive to be able to get to a bus stop safely or bike multiple miles on open road. Making it easier to get to bus stops and making them closer would help

one month ago

Costco

one month ago

make sure you tie into GoCary and GoRaleigh as seamlessly as possible

one month ago

If I could commute in a timely way to my office in downtown Durham, or into downtown Raleigh I would be a regular rider

one month ago

I don't know the current routes for the Apex bus. But I think having service to the Cary Train Station would be wonderful. Not sure if there are connecting buses that go to RDU airport but that would be nice. Cab and Uber/Lyft to airport from Apex are expensive, as is long-term parking.

one month ago

Currently it is too limiting to be very effective. Frequency needs to be increased and stop options need to be increased to create more appeal.

one month ago

Older kids should be targeted for rides to the parks from neighborhoods. Has pleasant park been added to a route but I understand this could have negative impact on route times.

one month ago

Closer stops to my neighborhood (Bella Casa). There currently isn't a walkable path or completed side walks from my house to any bus stop so we do not utilize this transportation.

one month ago

Expand the frequency of the service we currently have. Waiting an hour for the bus is such a long window. I would prefer we get the wait time down to 15 min max before new routes are launched.

one month ago

Disabled riders need to be able to travel with their families.

one month ago

Transit for special events (Apex Pride, Peakfest, parades, etc)

one month ago

Most of us need to drive first before you can get to ride a bus, the network is currently not existent

one month ago

Eliminate the bus service - no one uses it and it's generating a lot of greenhouse gases and jamming up traffic unnecessarily.

one month ago

Need another route option! The one now is not convenient for most neighborhoods outside the central loop.

one month ago

Waste of money for a service no one uses- claim is "bursty" use. Grants run out taxpayers can't afford to pay a driver hours every day. Gas emissions are problematic- if people actually road the bus, it could be helpful- but overall bad environmental decision

one month ago

I don't ride.

one month ago

Rather than 1 loop that always goes on the same direction, having the route work both ways would be helpful so people could go more directly to their destination if it is a stop prior to the one where they get on.

one month ago

Make it easy for riders to bring bikes and strollers.

one month ago

We don't really need it.

one month ago

It's been wonderful. I did not know that service was available to Holly Springs or door pick ipy

one month ago

Not have bus stops so far away, that in theory you would need a car ride to catch a bus stop.... Needs to have more walking bus stops near residential neighborhoods & schools (not just long the major roads that you can't even sawfly walk to as is)

one month ago

I am proposing an additional stop close to the Aldi/Walgreens/Food Lion shops and the residential apartments around it.

one month ago

I really just think we need stops at neighborhoods. I think people are less likely to drive multiple miles to then get on a bus. If there were stops at high-density neighborhoods, my family would absolutely hop on a bus to get downtown or to BeaverCreek, community center, etc. This would be amazing for Apex!!

one month ago

It won't. It doesn't meet our schedules. Our lifestyles, or our needs. Generally this is more suited for those who are in need of transport due to lower/fixed income or seniors. I don't see it as a viable option for the majority of the population with today's society.

one month ago

I love the bus. I don't use it as frequently as I could because the path is significantly longer than it would take me to walk. However, a reverse route or split route would make it better. I also would feel better about allowing my kids to ride if they didn't have to go all over town.

Additionally, I'd like to see routes spur out from downtown. If there were a primary downtown loop that several routes took and then broke out toward different residential areas, I think we'd see more riders. For example, send one from the depot toward Haddon Place. Send one toward Shepherds Vinyard. Send one down S. Salem. Send one down Olive Chapel, etc.

one month ago

Maybe a "scavenger hunt" for kids? My children really want to ride, but we're not always sure where to go (beyond the library) and the only time we have free time is Sunday really

one month ago

Bus and or any transit should be able to replace car trips for the general public. Bikes and strollers should also be a priority for those who wish to bring them.

one month ago

I think an app or mobile webpage to show the map and location of buses is necessary

one month ago

A route up and down Salem Street (like a streetcar?) would make shops much more accessible regardless of the parking situation. Maybe it could run from Town Hall to Tap Station and back with several stops along the way.

one month ago

I was not even aware we had a transit service in Apex. I don't use socia media. So we need another way to inform residents.

one month ago

Mail bus schedules to all Apex residents, have bus schedules to pick up at the library, Eva Perry Middle Creek

one month ago

Work with DoT to update roads

one month ago

More busses, stops, expanding locations.

one month ago

N/A

one month ago

Get rid of free bus service.

one month ago

provide more public education on how to use the bus route

one month ago

If the bus dropped off near my work and was more frequent even if during the hours I have to commute.

one month ago

I'd love to be able to reach a bus station from our house without a vehicle to get to the bus station.

one month ago

more accessibility for seniors and differently abled

one month ago

Post schedule on social media? Maybe more information for those who don't typically use public transportation- to make them more comfortable trying it

one month ago

improve and limit the number os car in and around the schools

one month ago

Overall, the Town cannot expect to serve everything with one route. Take a page from Cary. A loop route on the Peakway (or something approximating that loop until it is done) and a couple of other key routes (NC 55, Salem St., Hunter/Olive Chapel) that interconnect would do the trick well.

one month ago

Better/More sidewalks

one month ago

Get regional rail to the airport

one month ago

light rail!!!!

one month ago

public transit is needed now, and will be needed even more so with all the townhouses and high density housing being built. please continue to offer services and more importantly inform the public about the options and ease of use so people become more likely to think about using the bus rather than drive! the Raleigh area is far behind many areas that use transit as a way of life-promote routes, transfer options, environmental issues, student independence, traffic congestion more since so many people are either unaware of the bus routes or have never taken a bus in their life!

one month ago

I think the plan is short sighted. It does not include service into the ever expanding areas of Apex, Western Big Branch, Olive Chapel, New Hill. Nor does it include a mass plan for connectivity to other municipalities from a central hub, rail or large buses to reduce the number of transit vehicles. This plan doesn't even go out as far with a future route to Pleasant Park, and it was proposed to be a destination. Really?????

one month ago

See above.

one month ago

Would primarily use to get downtown or to bars for a night out. So late night/weekend service is key to make this useful.

one month ago

Stop using tax money on transit causing taxes to increase exponentially every year.

one month ago

Bus route maps that are easier to read

one month ago

my personal reservations are not knowing when the bus is going to come and proximity to places of interest. If there was an app or a dashboard showing the bus location on a map and an estimated arrival time, that would be most helpful. :) Raleigh has this (or used to). It would also be nice to have a stop nearer to my house. I live on Gablefield Lane.

one month ago

Transit stops in high density residential locations

one month ago

Route on ten ten

one month ago

Library a must for the kids

one month ago

More convenient and easy app to know what transportation options are available.

one month ago

More understanding of the bus routes and times

one month ago

what about transportation to Nature parks from specific lots in the town

one month ago

Make sure that Bus Stops are within at least a decent walking distance from home to stop. In the inclement weather this is a CRITICAL factor to be able to get the transportation and not suffer weather consequences.

one month ago

It would be nice to know where the bus is in real time.

one month ago

Expand service

one month ago

Get rid of it and save the taxpayers money. If you must have it, take it to the airport.

one month ago

The biggest improvements in my mind would be to increase the stop locations to include more community locations like the library and parks, and increasing the frequency of stops.

one month ago

Please have the bus stop at the ENTRANCE to the Senior Center!

one month ago

Connectivity is very important - the closer a bus stop is to home or destination, the more likely I am to use it. It's also important that transit is not prohibitively slow - I am able to drive, and am willing to have my trips take longer if it means I don't have the stress/cost of driving. But, if it takes 4x as long, I'm not likely to exercise the option. In order for transit to really succeed, it needs to be pleasant and convenient for riders, which means it needs to be given some infrastructural priority. The more pleasant and convenient it is, the more people will use it, and thus the less traffic will be clogging our roads! :)

one month ago

Heavy promotion of current offerings via email and social media. Include encouragement for use of public transit for all town events. Make it stroller friendly.

one month ago

I have a vision impairment that prevents me from driving in the dark AM/PM. But the closest GoApex bus is at food lion or the community center a mile from my home. Would love a stop on Old Raleigh road somewhere - we have sidewalk so a bench or shelter would fit I think.

one month ago

I have enjoyed riding the GoApex route 1 bus every time I have used it. A shelter to get out of the hot sun when waiting for the bus would be my top suggestion.

one month ago

Sidewalks & greenways available in entirety of Apex. Develop train service to downtown Cary, downtown Raleigh and DPAC area from downtown Apex.

one month ago

The better the sidewalk system becomes across all of Apex, the more likely I would feel comfortable using public transit and knowing I could safely reach my intended destination. Apex is not a pedestrian friendly town; it has improved in pedestrian safety in the last few years but it is still not pedestrian friendly in enough areas.

one month ago

Be able to walk from my home to the bus stop.

one month ago

The current route does not go close enough to most residential areas around Apex

one month ago

More frequency and more stops along the Beaver Creek retail areas as well as downtown Apex. Connect with greenways / parks trailheads and other bus routes.

one month ago

Transit options to and from public high schools would be helpful as well as reliable transfers to other towns

one month ago

Shorter more frequent routes

one month ago

None

one month ago

More bus routes, express routers to RTP and Raleigh, smaller wait time

Commuter trains with several stops along Apex (Friendship-PleasantPark-Downtown-...-Cary railway station-...-Raleigh) and to Durham through RTP (using current freight rails)

one month ago

I used to take Cary transit every single day because the routes are designed well. I havent been able to consistently use Apex route 1 because how badly its designed. Please take inputs from people who actually have interest in using public transit and improve the existing route before wasting money on new inefficient routes. We also need to make sure there is proper walking path to get to the bus stops. I have to play a game of tic-tac-toe between sidewalks and traffic lights to get to the bus stops between my home and destination and it discourages me to take the bus because i dont want to be killed by these stupid drivers who have no concern for pedestrian crossing.

one month ago

IF we are not riders there is nothing that can be done to encourage riding. The exception is PeakFest, Peak City Pig Fest, Peak City Film Fest, Apex Music Fest

one month ago

Would be helpful to have this option service the high schools without late buses.

one month ago

Route to the Cary train station

one month ago

Have zoning push for density around transportation hubs.
Plan for light rail or other mass transit on current rail corridors.

one month ago

Same as above

one month ago

More side walks in the more outlying areas that are in the town corporate limits.

one month ago

An up to date app with information would be helpful especially if route is interrupted by community events like Peak Fest. Routs last year still showed pickups down Salem Street even though it was closed. Communication is key and that is lacking sometimes when it's not the normal situation or the bus is out of service.

The current text for updates language on the sign is confusing for new riders when it no longer applies. It says nothing about the app that Apex really uses now.

2 months ago

Higher frequency during the day. If I am just going to quickly pick something up at the store, I don't want to have to wait 1 hour before the next bus comes

2 months ago

Use it to go to schools and grocery stores as direct routes with limited stops. Just 2 or 3 stops and be dependable with the time so kids are not late or waiting around.

2 months ago

Quit wasting money and energy increasing pollution on something not used and very few want. Focus on provide better salaries for firefighters and police. Servo that we really need and is your core mission.

2 months ago

Nothing

2 months ago

Finish the Peakway (stop investing in this until that initial promise is done)

2 months ago

Lots of pedestrians walk in the west entrance to Target, where there is no walkway. Recommend adding a stop in front of Target, or an improved walkway.

2 months ago

Make bus pick up near neighborhoods.

2 months ago

Buses aren't reliable enough/frequent enough to convince someone to use them over using a car

2 months ago

Here's one... Require parking farther away from Peak Fest or the July 4th bash this year and run branded shuttles from the event to main parking areas to publicize GoApex existence.

2 months ago

Please share any other thoughts you have on this topic.

promote services so that residents think about riding the bus

14 days ago

I am all for Public transit, but often it is inefficient, dirty, and gerymy, so I typically only use it if it saves me time.

15 days ago

The system is a waste of taxpayer money. I find it ironic that the town council is focused on affordable housing, but then adds expensive services to our budget that drive our and cost of housing up

17 days ago

I believe that convenient and frequent transit service in Apex is important even if I do not use it very often

17 days ago

Consider integrating a light rail system into the network, because trains are cool and reduce the pressure placed on the road network

20 days ago

I think that what our town is doing is very, very important. I'm glad that GoApex is free, especially since our area isn't accustomed to efficient public transportation.

23 days ago

The art installed (sidewalk murals) makes the bus stops attractive and appealing. Also would make all people feel valued and like riding the bus is a privilege

25 days ago

It would be great to have Go Apex right in from of our home, since my parents doesn't have any car.

one month ago

I couldn't say I would ever ride the bus, no offense, so what we really need to improve is not immediately clear to me. I loved riding the bus in Europe as it was considered a normal mode of transport, but I'm not sure that can be done here. I would not add any new routes, but focus on the quality of the routes we have now. I'm more interested in travel by train, but also think we've missed that opportunity to build here

one month ago

It is absolutely vital for the economic success of Apex that you build a robust transit system.

one month ago

I think that public transportation should be available to everyone no matter what area or community that you live.

one month ago

Please take steps to make our town less automobile dependent and safer for pedestrians and cyclists

one month ago

I just want to thank all the efforts you all are making to work on this. I know that many people need public transportation and I would prefer to see urban planning that didn't include the wasted space on parking lots.

one month ago

please add New Hill,NC near the USPS as bus stop to medical and other shopping places in downtown.

one month ago

Any chance of transportation to Orange or Chatham County with minimal transfers rather than four or so? I was trying for a work position in Orange Co. but it required 4 transfers and by car only 25 minutes.

one month ago

Make an appointment

one month ago

Survey way too long

one month ago

I would love to see some stats on how much money is going toward this service and how much usage it's actually getting to see how much of a need this service is for our town. I can only go on what I see and I seriously hardly ever see more than 1 or 2 people on this Go Apex bus. That may be just because there aren't many riders during the times I see the bus or that our location is not a popular location for riders but would just like to know how much the service is actually being used before supporting it further and definitely before any expansion is done. Thank you.

one month ago

Go electric. Gas or diesel engines running or idling all day presents a negative impact on the community.

one month ago

Maybe to spread awareness setup a booth at the Apex/Cary events/festivals/farmers markets to pass out fliers about the routes and times with links to where they are posted.

I don't use social media so putting anything on there is hidden from me.

one month ago

Educate school age how to ride public transportation so they the more likely to use it

one month ago

We really enjoy the bus and appreciate it as an option for transportation in Apex. It has been very helpful to our family.

one month ago

Looking for analysis of increase homeless and panhandling presence in correlation to start of regional bus routes. There appears to be a negative return on investment for the taxpayer on this project thus far.

one month ago

I don't drive anymore and being able to get around to other places besides Apex would be a great experience

one month ago

Wake County needs to develop system for commuters from other towns to get to RTP without crossing Apex!

one month ago

People need to know what they are getting into when they step on the bus. They need information. Education...

one month ago

Recently, I used GoCary ACX peak hour service. Only 1 rider each way to Cary Depot. Next spring Go Cary plans to expand service to all day. "Wishing" increased ridership is not a good goal. Taxpayers expect to see good passenger increases for support.

one month ago

I like the commuter rail plan for the Triangle. You lot (the city government) should consider involving yourselves in that somehow. (you can learn more at readyforrailinc.com)

one month ago

This whole transit is an absolute waste of money, time and effort by the town of Apex. Constantly see these buses riding around with nobody on them. Nobody's at the bus stops or the buses are parked waiting for somebody to request a ride.. it would make more sense if you bought every homeowner a powered scooter. Study after study, proves that mass transit does not work and is not remotely profitable or reasonable unless you have dense population, which Apex does not.

one month ago

Better connectivity would help

one month ago

Thank you doing this survey. Clients of WWCM depend on this service.

one month ago

Express and frequent route from Apex and RTP would help me commute to work. Buses with bike racks are helpful to cover the distance between the bus stops and the destination.

one month ago

This survey is a great start to get feedback, assuming that a large representative population responds to it. Premise that Apex is unique vs assuming that it is like a metro or cities in Europe and simply applying the same principles. Treat the current Apex bus is a proof of concept and place a time limit to run it to determine efficacy. If it is not efficacious, then suspend the effort and allocate funds to other things that will be more beneficial to the residents of Apex. Acknowledge Apex for what it is then see what it can be as the population grows and its needs change. Just because many who are moving here in Apex and NC overall come from states with large metro areas, Apex is not structured like those cities.

one month ago

There should be a minimum fare instead of free service so that no nuisance is created on bus and it feels safe and secure to travel.

one month ago

Get an established ridership prior to just throwing money at transit. A great problem to have would be high demand but I'm not seeing the demand to justify a big expansion. Incremental improvement.

one month ago

As you know, getting folks to quit cars is tough. Is there anyway to get service to RDU from Beaver Creek?

one month ago

We loved the bus. We took it all the time to get to downtown (don't need to find parking) when we lived near Beaver Creek. Unfortunately our new home is not close enough to a stop. We miss it so much.

one month ago

Short ride time and wait time is important

one month ago

I have never seen anyone ride the bus?! I love the idea of bus service in Apex, but not sure it is a need worth spending money on.

one month ago

Ridership levels in Apex do not seem to support the expense or off-set CO2 emissions from car trips. The Apex transit plans seem to be public transit for the sake of having public transit instead of solving an acute need of the citizens.

one month ago

This is a great benefit to a this Town. As the town continues to grow, it is also great that the Town is thinking about the future and what the future transit needs may be.

one month ago

Safety is most important.

Need to keep small town localized feel (special feeling when riding transit in apex, different from highly populated urban areas. Small town Trolleys? Or the opposite, a very different modern look, electric, sleek?

one month ago

A policy should be established on when face masks are required. Some trigger based on current viral health risks. I still double mask everywhere because of a medical vulnerability. My activities are very limited -- grocery stores, but not restaurants. The library to borrow books but not to use the indoor space for reading or activities. Riding the bus is one of my longest periods of indoor air exposure, which makes me a bit nervous as the only person in a face mask usually.

one month ago

Increase awareness of the existing service through the media.

one month ago

I don't use the bus system myself, but that doesn't mean it shouldn't exist for others.

one month ago

Consider hub and spokes model with Apex downtown being a hub (and also havinf P+R).

one month ago

THIS IS NOT IMPROVING OUR TOWN. YOU SHOULD HAVE TO BE A RESIDENT TO RIDE.

one month ago

Expanding public transportation in a town where 40-60 of its 60,000 residents are using it each day does not seem like a wise financial choice to me.

one month ago

Do not waste tax payer money on this service that is barely used. Grants may cover it for now, but it will not always cover it. Any expansion to the service or the routes, including any improvements to the stops, is an absolute waste of tax payer money and therefore derelict of duties by the town council.

one month ago

Keep up the good work.

one month ago

Stops at or near large neighborhoods in Apex would be helpful.

one month ago

would consider a ride share or point to point on demand service as an option to have more value for the service you are trying to provide (minimal ridership and a variety of destinations spread out all over).

one month ago

Never will make a big impact on things. Best focus is people who have no other options

one month ago

This is a waste / if you factor in the cost to have these busses drive around empty, it would be more cost effective to issue vouchers for Uber rides - even a limousine service would probably cost less

one month ago

Please share the cost to the town of Apex/rider/day. Include all costs and include the grant as well as that grant is factored into a cost irrespective of whether apex pays for it or not. Be transparent on the number of TOTAL riders per day.

one month ago

N/A

one month ago

Need to become way more disability friendly. Especially more accessible and more assistance provided for people needing help.

one month ago

Thank you for making this service available.

I like the idea of offering special rides. For example a ride to a Canes game or a Bull game.

one month ago

I rarely see any riders whatsoever on the busses, and I think painting the bus stop sidewalks was wasteful spending.

one month ago

We don't need transit. Focus money on roads first and stop the high density development. If we have it, it should be paid fully by rider fees not by non-riders.

one month ago

Cancel the program and give us all a tax rate reduction.

one month ago

I think it's a great service to have for others in Apex, but I would probably not use this service.

one month ago

Bus stops are too far away. Easier for me to just drive myself. Especially if it were for groceries.

one month ago

Many times I see the bus is empty and spewing fumes in the air and adding to traffic. In my opinion, we should end this service.

one month ago

Make sure bus stop is lighted in the evenings.

one month ago

We need to stop adding things to our town that will increase taxes! It all adds up!

one month ago

Waste of money

one month ago

I think Transit design planning is making bad decisions on overall urban design. Density is too high and town community services will not scale. Similar to trying to accomplish mundane tasks at DMV. Offices are too small and can not handle demand.

one month ago

Even with a matching grant, this is not a usefully, or sustainable option in our area and only is relevant for a very small portion of the community as shown by number of riders. Busses are always empty

one month ago

I think Raleigh and Cary have sponsors for some of their stops. This might be too much trouble but might get shelters and benches faster.

one month ago

Promote school buses, a lot of traffic issues are caused by parents who don't use bus services!!! Have stores offer discounts for using public transportation

one month ago

Install stops after intersections to prevent accidents where vehicles go around bus in intersections.

one month ago

Accessibility for strollers is key - this was not an easy task when we rode.

one month ago

Expand the frequency of the service we currently have. Waiting an hour for the bus is such a long window. I would prefer we get the wait time down to 15 min max before new routes are launched.

one month ago

Take the streets back to pedestrians, close roads on downtown on weekends, make a remote parking lot with local bus picking up and shuttling to and from

More sidewalks - REAL protected bike lanes

one month ago

Again, I feel like our elected officials and town staff should review utilization and make data driven decision regarding the future of such services - from what I am seeing first-hand the buses have low to no utilization and the town is adding services that do not meet public needs regardless of funding sources.

Additionally, the buses are terrible inefficient and are terrible for our environment - I wish the town would focus on things like parking for the downtown area to help our downtown area continue to grow.

one month ago

I understand how grants work - in the end- it's still taxpayer \$

one month ago

Biggest waste of time and money in Apex looking at all the empty buses around town.

one month ago

Spend less money on car infrastructure, and more on moving people.

one month ago

Use these buses to transport school kids and that would reduce carpool vehicles

one month ago

Please have routes for Stillwater/friendship area

one month ago

Thank you for this service. When we moved here there wasn't much available to seniors. I would like to be able to get off in between stops if far away.

one month ago

Focus on the teens- this is an under served demo

We want them off their devices and outside... yet we give them no way to responsibly get from the neighborhood to go places - again, especially since apex has horrible sidewalk infrastructure

one month ago

I am proposing an additional stop close to the Aldi/Walgreens/Food Lion shops and the residential apartments around it.

one month ago

It would be great to have bus stops at or very near high-density neighborhoods that would then take people to retail/restaurant destinations. (Example Bella Casa to downtown Apex, Sweetwater to downtown Apex). My family would absolutely take public transport if we could go from near our neighborhood out to dinner or shopping. This would be huge for our town! And would greatly help those who would like to drink alcohol and travel safely. This would also help teens get from place to place safely.

one month ago

Share ridership numbers so we can provide an informed opinion.

one month ago

Spend less money on car infrastructure and more on moving people. I agree with improving bus services.

one month ago

I'd love to see some sort of downtown apex promotion for using the bus. Maybe the bus has some flyer to give to passengers for discounts or you take a selfie on the bus and you get some sort of discount. Americans aren't familiar with using the bus and aren't familiar with how easy it can be. We need to get people on once to show them it can be beneficial especially when the construction begins on Saunders st lot.

one month ago

I spent almost 10 years in Baltimore in the 00s and took the bus everywhere. The population there is about the same as Raleigh + Apex, never mind Cary. It was such a huge disappointment when I was planning my move to the area and found out how terrible the transit was - granted, this was just before Covid, but the reason why I ended up in Apex in the first place is because I was originally planning to go to Morrisville and couldn't even get to and from work with the bus, and I ended up finding an apartment within walking distance of work here. But I couldn't get to the train station, I couldn't get to the airport, I couldn't get much of anywhere interesting except by Uber because buses either just didn't run there, or they only ran for a couple hours in the morning and a couple hours in the evening. I don't even mind paying a monthly fee (although I realize that would be a dealbreaker for others), but I need the service to be available closer to me, and not take almost two hours just to get to, say, the Cary train station.

one month ago

Transit is ultra important and will only continue to be more important. Investing now is an investment in Apex's future.

one month ago

Add a second route when ridership us 50% or greater. In the mean time, expand hours of existing line and market the service more.

one month ago

There are very few people that ride these buses it needs to be shut down. The town continues to raise taxes and waste the tax payers money on programs like this

one month ago

Get rid of free bus service.

one month ago

I love the idea of public transportation, but the frequency of service and lack of proximity to my work prevent me from using it daily. If you add a stop near Apex mosque, that would be ideal for me.

one month ago

I've ridden the entire bus route as part of peak academy. It is really nice. I appreciate its existence and I would like to see people be able to use it more.

one month ago

See above

one month ago

Thanks for all you do! The free GoApex and GoCary is so appealing, and I want to use it, but the times just don't make sense for me. Thanks!

one month ago

A cute downtown like Apex needs a charming option as described above to move people through downtown. Parking is becoming a challenge and not as enjoyable to get there and home easily. Would love wider sidewalks to enjoy. Please work to attract new businesses down town to keep the town lively.

one month ago

wheelchair access to drop off and pick up locations
Parking near locations to reduce traffic /parking downtown

one month ago

I use when having to have a vehicle serviced in Cary or Raleigh. Some connectors are less frequent/desirable

one month ago

Also include in the Covered Shelter/Bench stops, a digital Message Board, notifying the expectant riders of the next Bus/Shuttle in English, Spanish and other languages within Apex. This allows for current up to the minute information, current time, and Temperature.

one month ago

Important to have available, we lack high density housing to have it make sense to most people. It is really easy to just jump in our car and drive to where we want to go, so mass transit holds little appeal, unlike living somewhere that driving your own car is both expensive and more trouble than mass transit

one month ago

Thank you for doing this!

one month ago

It's a bad idea. Stop focusing on high density apartments, townhomes, condos and bus lines and spend our money on fixing roads.

one month ago

Before adding more bus routes, fixes issues with current roads (example Salem Street in the morning and afternoon at the Thales schools, Hwy 55 at Salem Street). Im tired of being trapped in my neighborhood of Haddon Hall because of school traffic on Salem and Blackburn.

one month ago

Apex (and the Triangle in general) is growing *quickly*, and having everyone drive is not an option. 55, Kelly Road, and 64 are already uncomfortably busy, especially 55. Adding extra lanes has not helped for other cities and towns in the country - just look at Capitol Blvd in Raleigh. That road is ugly, loud, smelly, truly a miserable road, and yet despite being a million lanes wide, traffic is still awful and stressful. Let's not make the same mistake Raleigh did!

One idea that I think might help our neighbors reimagine the town: pedestrianizing Salem Street (just the downtown Apex stretch) once a week. It looks like there's a project similar to this "Salem Streetscape & Saunders Gathering Space"; and we already can do it during events. I think doing it once a week will show people how nice it can be to have a pedestrian zone without the smog and noise of constant vehicular traffic.

Maybe one way we can prioritize buses is to allow buses (and ONLY buses) on Salem Street that day. This might be a bit of an unrealistic goal - but to me, showing that buses have the priority in our pedestrian areas will get people thinking of them more - and using them more! Maybe if we don't want buses on Salem Street directly during pedestrianized days, there might be some other way to encourage and recommend them. Perhaps in the coming years we can consider closing a road or two near downtown to only local traffic (i.e. residents and delivery trucks), people with disabled tags, and buses, once a week. Anything to get people on the bus! :)

Choosing which roads are right for this, and making sure thru-traffic have alternate routes, might be difficult, especially since there's a lot of residential roads directly off downtown. I don't have a good understanding of how traffic flows in aggregate, so I'm not sure which roads are good or bad thoroughfares for buses servicing downtown vs cars trying to go *through* downtown.

Speaking of the residential roads right near downtown - some of the houses in that area, for example along Center Street, are getting older. By no means do I think we should kick people out of their homes. But, have we considered opening up the zoning for the blocks near downtown, so that anyone buying those lots has the option to convert to small businesses, or even a mixed residential/commercial use? Something like, someone operating a small business on the same lot as their home. I'm not sure if this has already been discussed or considered, but that kind of development could encourage more people in the area to walk around their neighborhood.

one month ago

Keep up the surveys and asking us for input, it's appreciated

one month ago

With the addition of a 55+ community across from the Ashley Downs East Entrance, there should be a bus stop at that intersection. The bus stop up the fairly steep Olive Chapel hill would be less accessible for seniors. Also, not transit related, but there should be a crosswalk at that location in order to access the greenway through the Pearson Farms Neighborhood.

one month ago

Not a big need for transit in Apex. I would focus on improving road and sidewalk infrastructure first.

one month ago

I would love to attend quarterly meetings or town hall open forums on how to make our public transit options better for future. This is imperative! Releasing a survey once every 3 years is not going to work while our area is growing and evolving at such a rapid pace. We need to take regular inputs from new people coming in and quickly disregard ideas which don't apply anymore. More agility is what I would hope for if we want to really make some solid progress in this area.

one month ago

NA

one month ago

If low-income housing is a concern, the Town needs to be prepared to assist with the influx of low-income persons: greater accessibility of public transportation, improved bike lanes, sidewalks, crosswalks, etc., thoughtful placement and longer-term low-income housing apartments/townhomes, micro-home village(s), etc.

one month ago

Pedestrian bridge over 64 at Kelly Rd.

one month ago

Based on usage I believe this is a waste of time and resources. Please concentrate efforts on something else. Also survey is flawed since forces those that believe the same thing into its faulty layout.

2 months ago

Finish the Peakway, please. Stop spreading our taxpayer money so thin that no projects get completed and we continually ask for more funding come ballot time.

2 months ago

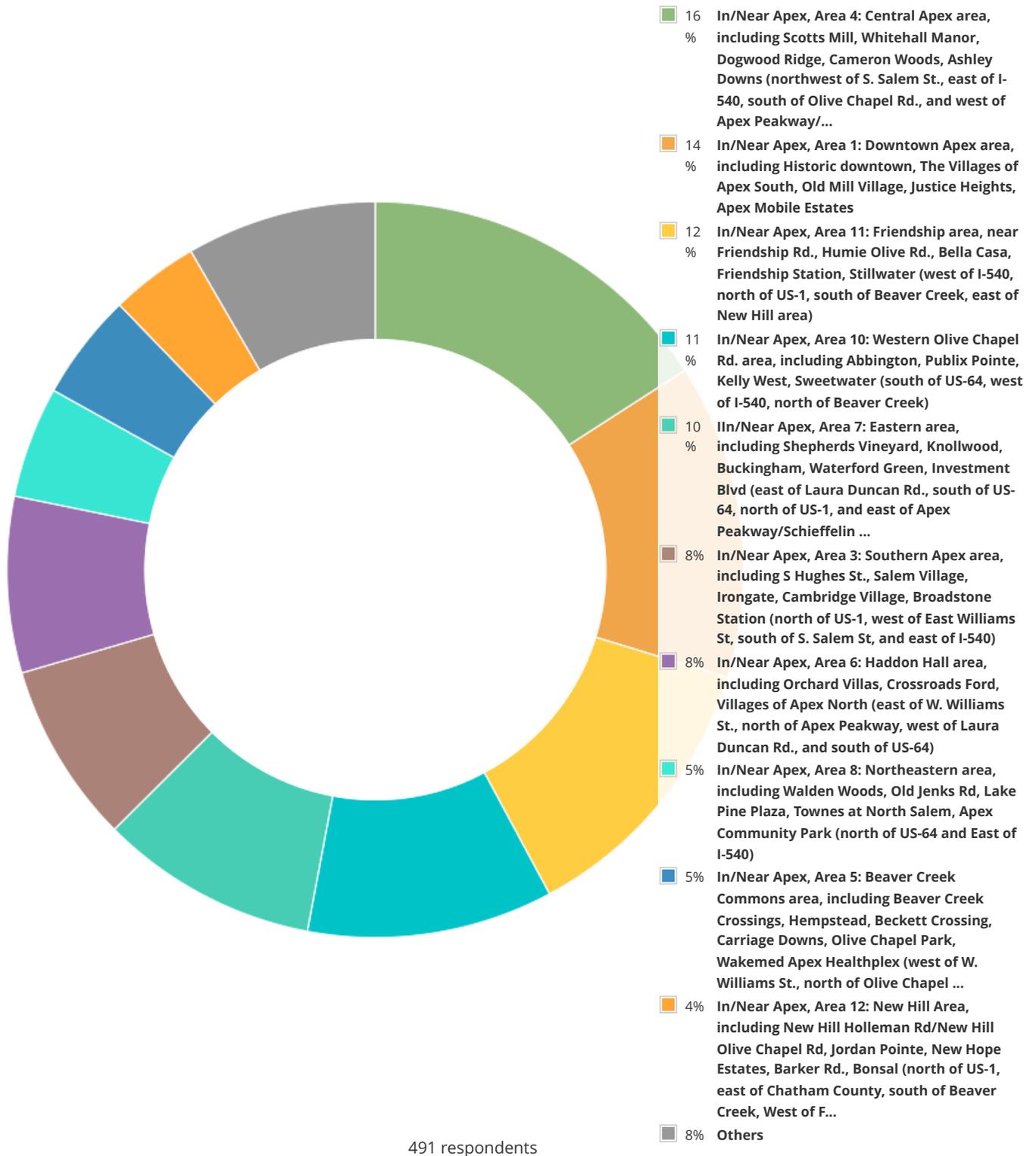
Love the idea of local transit as I age.

2 months ago

I love that we have dipped a toe into public transit. We cannot give up too soon just because there isn't much uptake now. Talk to other municipalities (as I'm sure you have) like ours who DO have high ridership... What do they do? The people of Apex don't really know what would make them get out of their cars, but something has worked somewhere... Let's learn from others (as I'm sure you are already doing), I have high confidence in Town Leadership and Management.

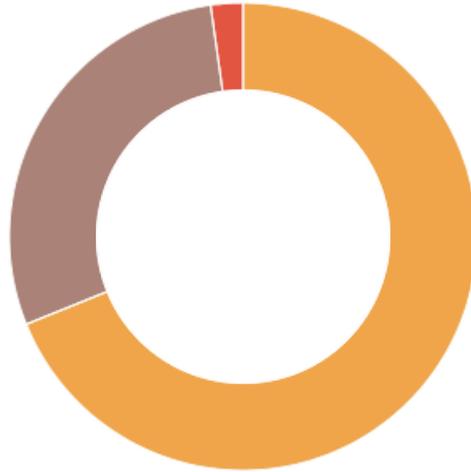
2 months ago

Which area best describes where you live? Select one option below. Click to enlarge the map.



491 respondents

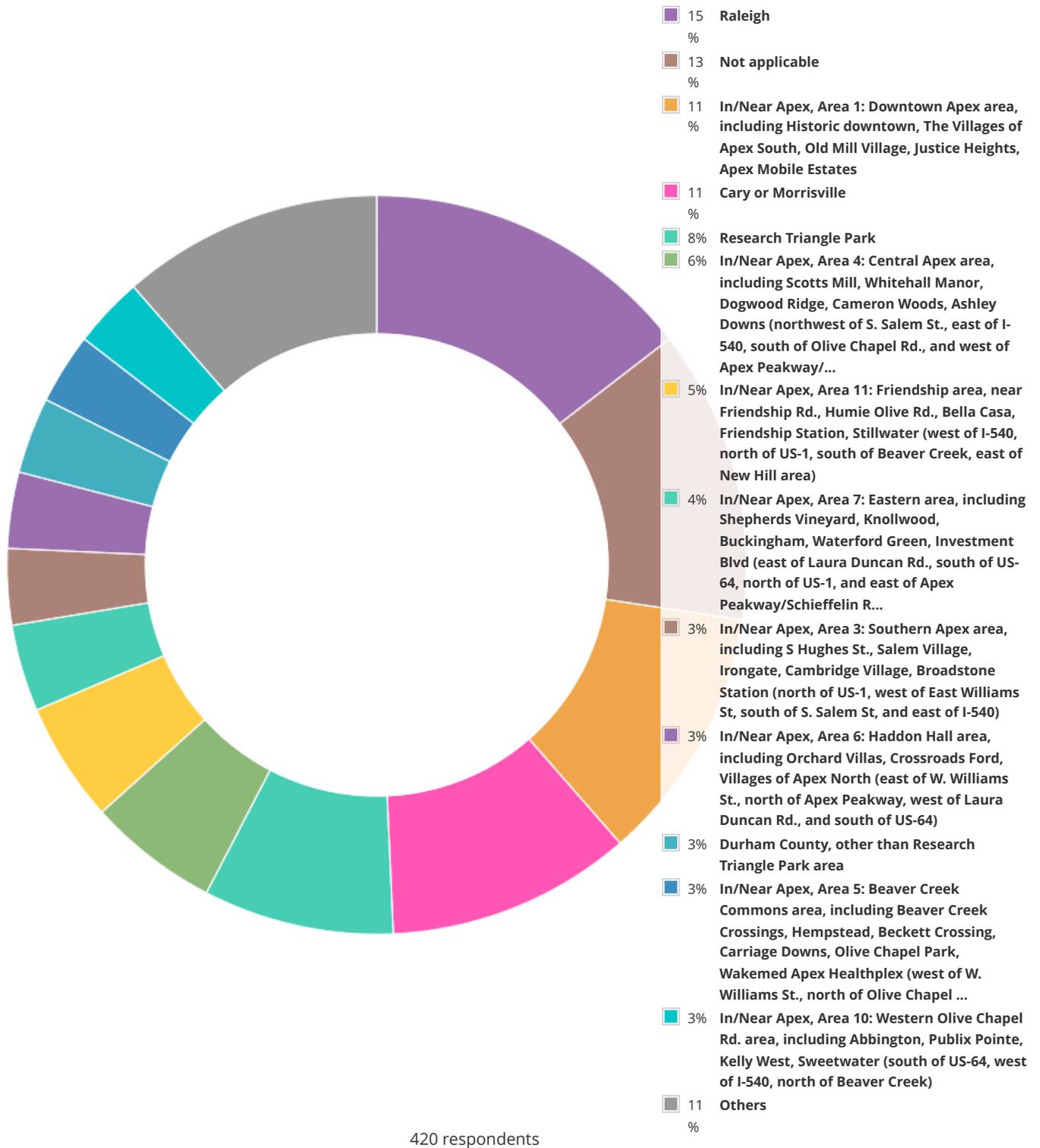
Do you currently work or attend school? Select all that apply.



- 69% **Yes, work**
- 29% **No**
- 2% **Yes, school**

495 respondents

Which area best describes where you primarily work or attend school? Select one option. Click to enlarge the map.



Do you currently work or attend school from home?

47%	No	220 ✓
31%	Yes - primarily from home	145 ✓
23%	Yes - occasionally from home	107 ✓

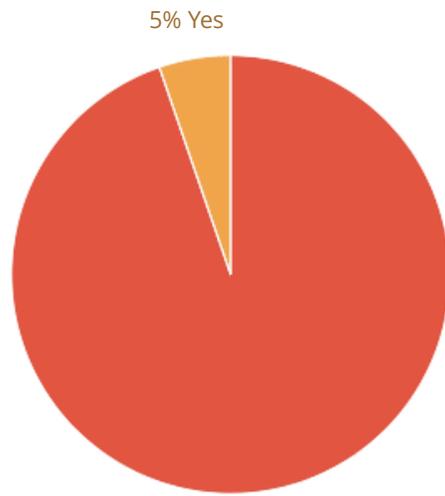
471 Respondents

What option best describes your racial identity? Select all that apply.

80%	White or Caucasian	365 ✓
8%	Other	37 ✓
5%	Black, African, or African-American	22 ✓
5%	Asian (other than South Asian)	21 ✓
4%	South Asian	19 ✓
1%	Native American, American Indian, or Alaska Native	5 ✓
0%	Native Hawaiian or Pacific Islander	0 ✓

456 Respondents

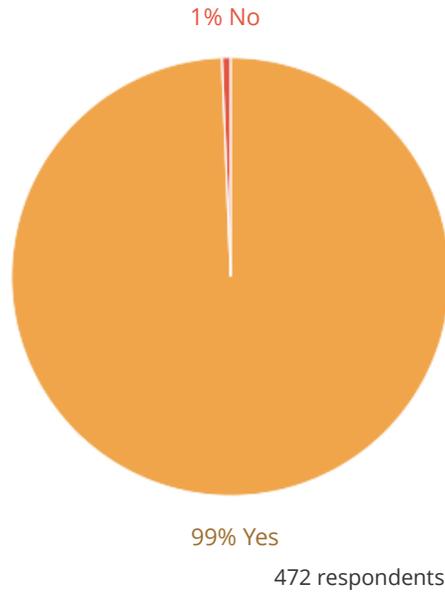
Do you consider yourself of Hispanic origin?



95% No

455 respondents

Do you speak English very well?



If you don't speak English very well, what language do you prefer to speak?

Chinese would be great for my parents.

one month ago

None

one month ago

Persian

one month ago

English is not my native, but I prefer speaking it to other languages.

one month ago

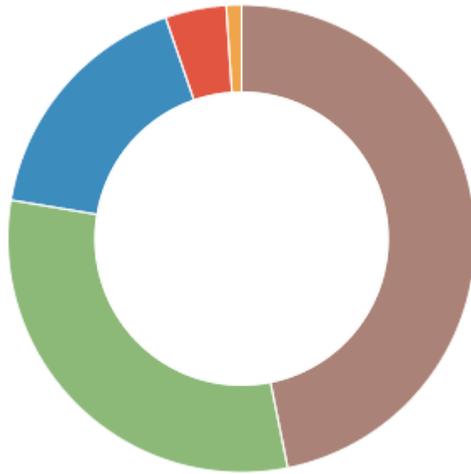
Spanish

one month ago

Portuguese

one month ago

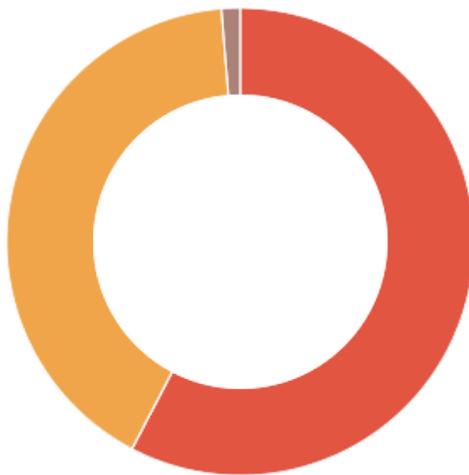
What range best fits your age?



- 47% 31-50
- 31% 51-65
- 17% over age 65
- 4% 22-30
- 1% 21 or under

474 respondents

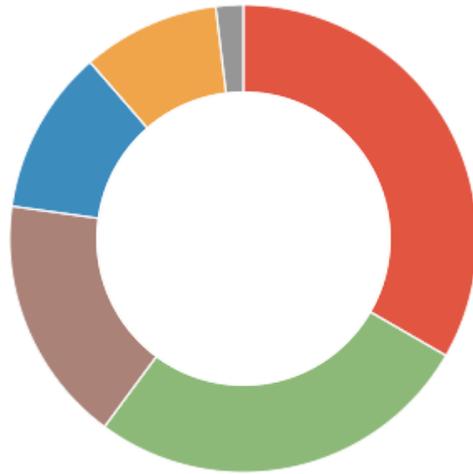
What option best represents your gender identity?



- 58% Female
- 41% Male
- 1% Other/Non-binary

463 respondents

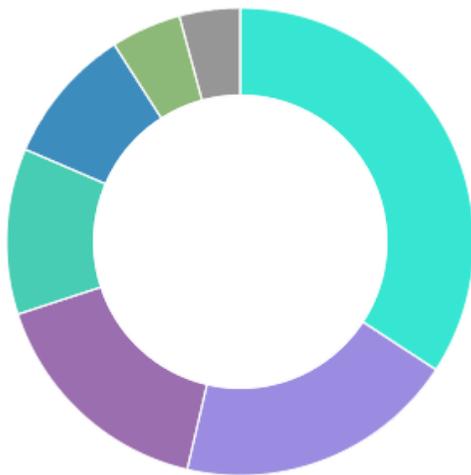
How many people currently live in your household (including yourself)?



33	2
%	
27	4
%	
17	3
%	
11	5
%	
9%	1
2%	Others

474 respondents

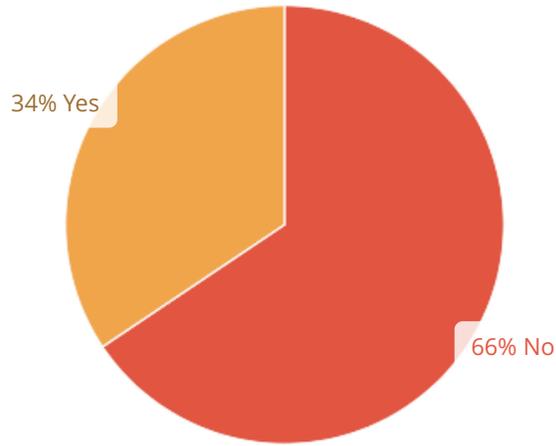
What range best describes your **household** income?



34	More than \$150,000 per year
%	
19	Not sure or prefer not to answer
%	
16	\$90,001 to \$120,000 per year
%	
11	\$120,001 to \$150,000 per year
%	
9%	\$60,001 to \$90,000 per year
5%	\$40,001 to \$60,000 per year
4%	Others

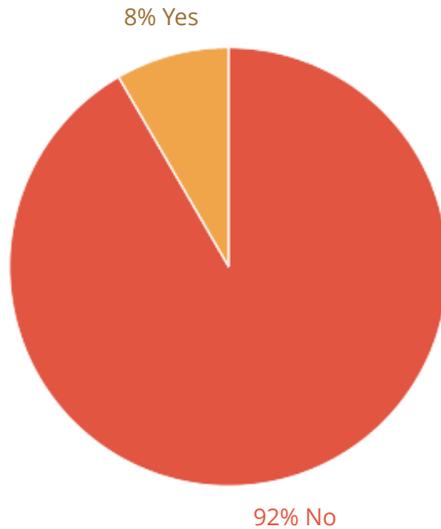
453 respondents

Are there children age 12-18 in your household?



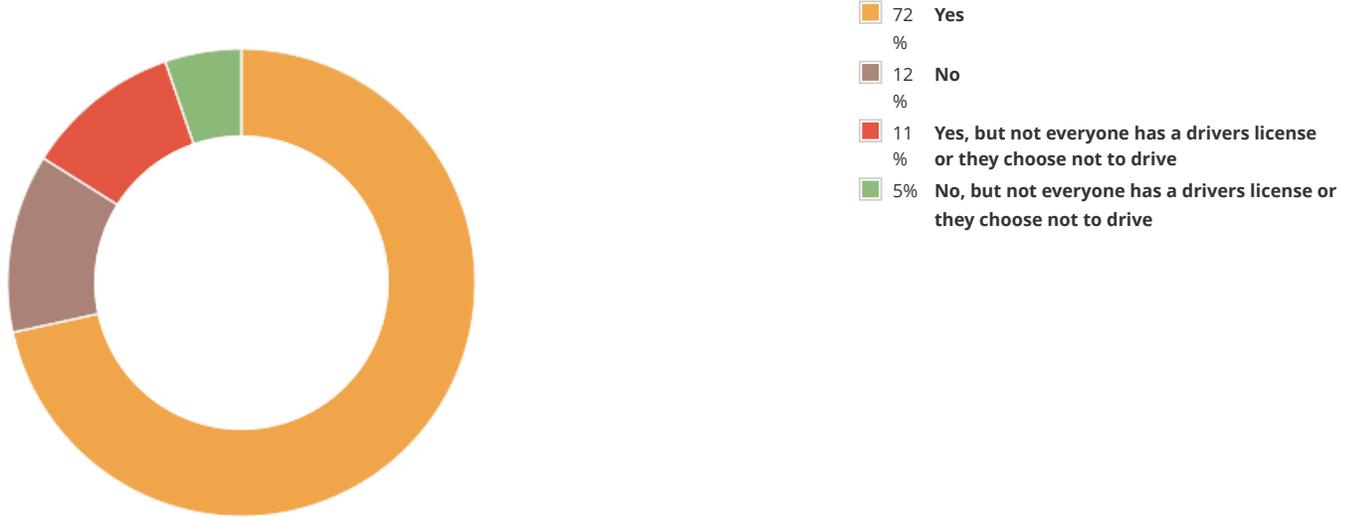
465 respondents

Does anyone in your household age 16 or older have a disability that prevents them from driving alone at any point?



466 respondents

Does everyone in your household age 16 or older, generally have a vehicle available to use when needed?



454 respondents

Attachment 2: 2024 Onboard Survey Results Summary

A Survey of GoApex Route 1 Customers
May 11-18, 2024



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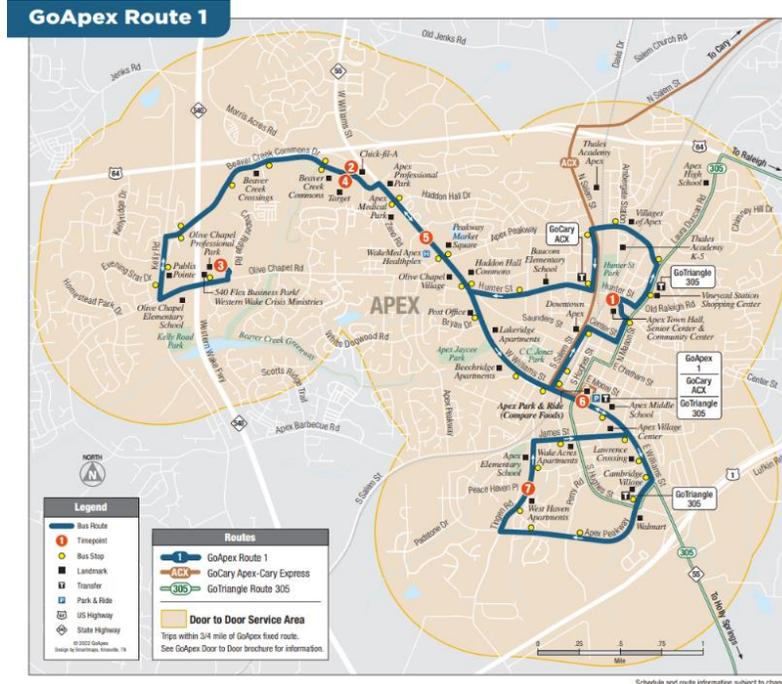
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Introduction

Figure 1 Map of GoApex Route 1



Overview

A survey of passengers using GoApex Route 1 was conducted by CJI Research, LLC between May 11 and May 18, 2024.

A total of 56 trips were included in the sample. This constitutes more than half (58%) of all GoApex Route 1 weekly trips. This sampling approach is shown in more detail in Figure 5 on page 8.

A trip is defined as beginning and ending at the Apex Town Hall. For this survey, only one surveyor was used. The surveyor had prior experience conducting similar surveys of GoRaleigh, GoTriangle, and GoCary passengers.

Figure 2 Sampling Trips

Sampling	
Route 1 makes	16 round trips per day
for	6 days per week
or total of	96 trips per week
Of these, the sample includes:	8 trips on each of the 5 week days
or a weekday total of...	40 weekday trips
Plus	16 Saturday trips
For a total of	56 of the 96 Route 1 trips in a week
Or...	58% of all GoApex Route 1 weekly trips

The surveyor worked eight hour shifts which, except for one day, coincided with either the morning or afternoon/evening shift of the operators. On one day, Wednesday, May 15, the surveyor’s shift was designed to include midday trips from 10:11 AM until 6:02 PM.

In order to provide sufficient weekend coverage, 8 trips were surveyed on each of two Saturdays, May 11 from 2:11 PM until 10:02 PM, and May 18 from 6:11 AM until 2:02 PM for a total of 16 trips. If GoApex had valid ridership records by day-of-week, a sample known to be representative of ridership levels would have been used. However, coverage of 58% of all trips assures that the ridership in general will be well represented.

Weather

The weather during the survey was not optimal. It was cloudy all week, but according to the surveyor rained during his survey duties only on Tuesday, although there was some fog or light drizzle on other days while he was surveying. Also, a Town official reported that there was some heavy rain that week, perhaps during hours when the surveyor was not in Apex. Poor weather is more likely to suppress optional transit use than work trips. It may have had some negative impact on ridership, especially when bus stops lack shelter.

The CJI Onboard Survey Process

The CJI survey process involves approaching all bus passengers who appear to be at least 16 years old, asking them to complete the survey. This approach minimizes the risk of unconscious bias and helps maximize the sample size. However, not all passengers who board the bus are included in the final sample. Reasons for exclusion include:

- Passengers who have already completed the survey during the multi-day survey period
- Language barriers. Passengers who speak languages other than English or Spanish; Two spoke Russian, three spoke Chinese, and one identified his language simply as “African.”
- Refusals
- CJI policy to only survey passengers who appear to be at least 16 years old due to concerns with propriety and reliability.

The sample size is small, with only 41 riders surveyed. This is due to GoApex being a relatively new service with growing, but still low ridership. Also, ridership during the survey week may have been reduced by inclement weather. While the sample is too small for reliable cross-tabulation, it is sufficient to provide a first-time, broad brush description of the riders.

Survey Logs

The CJI survey process requires maintaining logs for each surveyed trip, separate from the questionnaire. The log records boardings and reasons for many who board are not surveyed. A total of

Figure 3 Data Collection Log Totals

<u>Log of data collection</u>		
Not surveyed because:	Already did survey	87
	Language barrier	6
	Refused	8
	Under the age of 16	<u>31</u>
Total who boarded but were not surveyed		132
<hr/>		
Completed a questionnaire & included in sample		<u>41</u>
	Total boardings	173

173 people boarded the bus during the survey. Those not surveyed included passengers who had already completed the survey (87), those who appeared younger than 16 (31), non-English/Spanish speakers (6), and refusals (8). These categories total 132 and are included in the overall boarding count¹.

An example of the log form and the relationship of a questionnaire to the log form is shown in Figure.4 on the following

page. For each trip the surveyor is provided with a trip-log form printed on a large envelope. The log contains basic trip information like date, time, etc. but also space for tallying the outcome of each rider-boarding during the trip. The outcomes include the number of riders refusing to take the survey, those saying they had already completed the survey, those who spoke neither English nor Spanish, those who were younger than 16, and those who completed the survey. All of this log information is data entered along with the responses to the survey.

The envelopes are numbered. Because the surveyor shift included eight trips, the log-envelopes are numbered 1-8. In the illustration, the envelope is #4, and thus represents the fourth trip of the shift.

The CJI survey management system requires that the questionnaires be serial numbered in the lower right corner of the questionnaire. In the example, the serial number is 006. As each questionnaire is completed, it is inserted into the log-envelope so that the two sources of information can be associated

¹ Note that the count of boardings contains the same people more than once. It is a count of all *boardings*, not of separate individuals boarding. This is the standard measure of ridership.

during data entry. In the example below, only one questionnaire is shown because of lack of space in the figure. However, each log- envelope will contain as many questionnaires as were completed on the particular trip from Apex Town Hall and back to the Town Hall. In this case, the log shows that two questionnaires were completed during this trip, and though only one is shown here, both were in the log-envelope.

Figure 4 Example of a Log Form Envelope and Associated Questionnaire

SURVEY TRIP LOG

SHIFT: _____
 DATE: MAY 11, 2024
 RUN/BLOCK: _____
 ROUTE: 1A
 START TIME: 5:11 pm
 START LOCATION: Town Hall Apex
 END TIME: 6:21 pm
 END LOCATION: Town Hall Apex

Starting Serial Number: _____
 VERY IMPORTANT: Write the serial number of the first survey you will distribute for this trip

Passenger Log:
 Make a tally mark in one of the boxes below for every person that DOES NOT take a survey.

(1) General refusal:	(2) Already did it:	(3) Language barrier:	(4) Under Age:
1			

Total (1) 0 Total (2) 1 Total (3) 0 Total (4) 0

Distributed: 2 Completed Surveys: 2 Envelope # _____
 Total Log 1-4: 1 Total Boardings: 3

PASSENGER SURVEY — Please tell us about how you use GoApex

1. In a typical week, on which days do you generally use GoApex? (Circle all that apply)
 Mon Tue Wed Thu Fri Sat Sun (Check all that apply)

2. What is the ONE main purpose for which you most often use GoApex Route 1?
 Medical/errand Recreational/leisure Other _____

3. Please mark all of the following that apply to you. Are you...
 Employed full time Employed part time Unemployed
 Homebased/Private caregiver Student Retired Volunteer position

4. How many people, including children and adults, live in your household? 3

5. How old are you? 16 years old

6. Do you identify as... Male Female Non-binary Prefer not to answer

7. Do you consider yourself to be... (Check all that apply to you)
 Black, African, or African American Asian (Other than South Asian) South Asian
 Hispanic/Latino Native American/Indigenous/Native Alaskan Middle Eastern/North African
 Native Hawaiian or Pacific Islander White or Caucasian Other _____

8. What language do you most often speak at home? (Check only one)
 English Spanish Other _____

9. What is your total annual household income? (Check only one)
 Less than \$15,000 \$15,000 to \$25,000 \$25,000 to \$40,000
 \$40,000 to \$60,000 \$60,000 to \$90,000 \$90,000 to \$100,000
 \$100,000 to \$150,000 More than \$150,000

10. Do you usually have a motor vehicle available for your local trip? Yes No

11. Do you have a disability that prevents you from driving a vehicle? Yes No

12. On this trip where are you COMING FROM?
 Home Work School Errands/shopping
 Friend's or relative's home Other _____

13. What are the cross streets or a major landmark at the place you are coming from?
 Street: Libby
 Cross Street: _____

14. What is the FINAL destination of this trip?
 Home Work School Errands/shopping
 Friend's or relative's home Other _____

15. What are the cross streets or a major landmark at your FINAL destination?
 Street: Apex Community Center
 Cross Street: _____

16. Do you use any of the following on your cell phone? (Check all that apply)
 SMS App GoApex App Transit App One of these None of these

17. How satisfied are you with each of the following GoApex Route 1 services?
 18. Bus running on-time: 6 5 4 3 2 1
 19. Frequency of service: 6 5 4 3 2 1
 20. Hours the bus operates: 6 5 4 3 2 1
 21. Weekend service: 6 5 4 3 2 1
 22. Total time it takes for your usual trip: 6 5 4 3 2 1
 23. Service to all locations you want to go: 6 5 4 3 2 1
 24. Ease of transferring between GoApex, GoApex and GoTriangle: 7 6 5 4 3 2 1
 25. Cleanliness of the bus interior: 7 6 5 4 3 2 1
 26. Cleanliness of the bus steps: 7 6 5 4 3 2 1
 27. Availability of shelters or seats at bus stops: 7 6 5 4 3 2 1
 28. Your sense of personal safety from other passengers on the bus: 7 6 5 4 3 2 1
 29. Courtesy & helpfulness of bus operators: 7 6 5 4 3 2 1
 30. Usefulness of information from 485-8386 telephone operators: 7 6 5 4 3 2 1
 31. Usefulness of printed information such as schedule or brochures: 7 6 5 4 3 2 1
 32. Usefulness of audio/visual announcements: 7 6 5 4 3 2 1
 33. Quality of WiFi service: 7 6 5 4 3 2 1
 34. Usefulness of real-time transit information: 7 6 5 4 3 2 1
 35. The quality of GoApex services overall: 7 6 5 4 3 2 1

36. Of the services in questions 18 to 35 above, please list the three most important to improve:
 Most important: 18 2nd most: _____ 3rd most: _____
 Comments: to free up on I 285

The Sample

Figure 5 on the following page provides an example of the trips targeted during two days of the survey period, Tuesday May 14 and Wednesday May 15. On Tuesday the survey targeted afternoon and evening passengers and was conducted on all eight highlighted trips from 2:11 PM to 10:02 PM. On the following day, the sample targeted mid-day passengers. All highlighted trips between 10:11 AM until 6:02 PM were surveyed.

Figure 5 Example of Trips Sampled in Two Days

TUESDAY May 14									WEDNESDAY May 15								
Monday - Saturday Route GA1: GoApex Route 1 Paddle									Monday - Saturday Route GA1: GoApex Route 1 Paddle								
			Block Login: 9901									Block Login: 9901					
Clock In	Lv Gar					Last TP	Fuel	Clock Out	Clock In	Lv Gar					Last TP	Fuel	Clock Out
5:39 AM	5:54 AM					10:02 PM	10:18 PM	10:33 PM	5:39 AM	5:54 AM					10:02 PM	10:18 PM	10:33 PM
Route GA1: GoApex Route 1									Route GA1: GoApex Route 1 (Circulator-Eastbound)								
DEPART	leaver Cree	live Chap	leaver Cree	WakeMed	mpare Foc	Tingen Rd	mpare Foc	TOWN	DEPART	leaver Cree	live Chap	leaver Cree	WakeMed	mpare Foc	Tingen Rd	mpare Foc	TOWN
Town	Comm	Prof. Park	Comm		Park and		Park and	Hunter	Town	Comm	Prof. Park	Comm		Park and		Park and	Hunter
Hall/	(Chick-Fil		(Lowe's/	Healthplex	Ride	At Peace	Ride	Hunter	Hall/	(Chick-Fil		(Lowe's/	Healthplex	Ride	At Peace	Ride	Hunter
St.	A)		Target)		Eastbound	Haven Pl	Westbound	St.	St.	A)		Target)		Haven Pl	Westbound	St.	St.
ID#16000	ID#16021	ID#16031	ID#16045	ID#16049	ID#16061	ID#16077	ID#16085	ID#16000	ID#16000	ID#16021	ID#16031	ID#16045	ID#16049	ID#16061	ID#16077	ID#16085	ID#16000
6:11 AM	6:21 AM	6:29 AM	6:38 AM	6:40 AM	6:43 AM	6:52 AM	6:55 AM	7:02 AM	6:11 AM	6:21 AM	6:29 AM	6:38 AM	6:40 AM	6:43 AM	6:52 AM	6:55 AM	7:02 AM
7:11 AM	7:21 AM	7:29 AM	7:38 AM	7:40 AM	7:43 AM	7:52 AM	7:55 AM	8:02 AM	7:11 AM	7:21 AM	7:29 AM	7:38 AM	7:40 AM	7:43 AM	7:52 AM	7:55 AM	8:02 AM
8:11 AM	8:21 AM	8:29 AM	8:38 AM	8:40 AM	8:43 AM	8:52 AM	8:55 AM	9:02 AM	8:11 AM	8:21 AM	8:29 AM	8:38 AM	8:40 AM	8:43 AM	8:52 AM	8:55 AM	9:02 AM
9:11 AM	9:21 AM	9:29 AM	9:38 AM	9:40 AM	9:43 AM	9:52 AM	9:55 AM	10:02 AM	9:11 AM	9:21 AM	9:29 AM	9:38 AM	9:40 AM	9:43 AM	9:52 AM	9:55 AM	10:02 AM
10:11 AM	10:21 AM	10:29 AM	10:38 AM	10:40 AM	10:43 AM	10:30 AM	10:34 AM	11:02 AM	10:11 AM	10:21 AM	10:29 AM	10:38 AM	10:40 AM	10:43 AM	10:30 AM	10:34 AM	11:02 AM
11:11 AM	11:21 AM	11:29 AM	11:38 AM	11:40 AM	11:43 AM	11:52 AM	11:55 AM	12:02 PM	11:11 AM	11:21 AM	11:29 AM	11:38 AM	11:40 AM	11:43 AM	11:52 AM	11:55 AM	12:02 PM
12:11 PM	12:21 PM	12:29 PM	12:38 PM	12:40 PM	12:43 PM	12:52 PM	12:55 PM	1:02 PM	12:11 PM	12:21 PM	12:29 PM	12:38 PM	12:40 PM	12:43 PM	12:52 PM	12:55 PM	1:02 PM
1:11 PM	1:21 PM	1:29 PM	1:38 PM	1:40 PM	1:43 PM	1:52 PM	1:55 PM	2:02 PM	1:11 PM	1:21 PM	1:29 PM	1:38 PM	1:40 PM	1:43 PM	1:52 PM	1:55 PM	2:02 PM
2:11 PM	2:21 PM	2:29 PM	2:38 PM	2:40 PM	2:43 PM	2:52 PM	2:55 PM	3:02 PM	2:11 PM	2:21 PM	2:29 PM	2:38 PM	2:40 PM	2:43 PM	2:52 PM	2:55 PM	3:02 PM
3:11 PM	3:21 PM	3:29 PM	3:38 PM	3:40 PM	3:43 PM	3:52 PM	3:55 PM	4:02 PM	3:11 PM	3:21 PM	3:29 PM	3:38 PM	3:40 PM	3:43 PM	3:52 PM	3:55 PM	4:02 PM
4:11 PM	4:21 PM	4:29 PM	4:38 PM	4:40 PM	4:43 PM	4:52 PM	4:55 PM	5:02 PM	4:11 PM	4:21 PM	4:29 PM	4:38 PM	4:40 PM	4:43 PM	4:52 PM	4:55 PM	5:02 PM
5:11 PM	5:21 PM	5:29 PM	5:38 PM	5:40 PM	5:43 PM	5:52 PM	5:55 PM	6:02 PM	5:11 PM	5:21 PM	5:29 PM	5:38 PM	5:40 PM	5:43 PM	5:52 PM	5:55 PM	6:02 PM
6:11 PM	6:21 PM	6:29 PM	6:38 PM	6:40 PM	6:43 PM	6:52 PM	6:55 PM	7:02 PM	6:11 PM	6:21 PM	6:29 PM	6:38 PM	6:40 PM	6:43 PM	6:52 PM	6:55 PM	7:02 PM
7:11 PM	7:21 PM	7:29 PM	7:38 PM	7:40 PM	7:43 PM	7:52 PM	7:55 PM	8:02 PM	7:11 PM	7:21 PM	7:29 PM	7:38 PM	7:40 PM	7:43 PM	7:52 PM	7:55 PM	8:02 PM
8:11 PM	8:21 PM	8:29 PM	8:38 PM	8:40 PM	8:43 PM	8:52 PM	8:55 PM	9:02 PM	8:11 PM	8:21 PM	8:29 PM	8:38 PM	8:40 PM	8:43 PM	8:52 PM	8:55 PM	9:02 PM
9:11 PM	9:21 PM	9:29 PM	9:38 PM	9:40 PM	9:43 PM	9:52 PM	9:55 PM	10:02 PM	9:11 PM	9:21 PM	9:29 PM	9:38 PM	9:40 PM	9:43 PM	9:52 PM	9:55 PM	10:02 PM

Patterns of Using GoApex

The questionnaire. The following section, which begins on page 12, examines responses to the survey questions. For this reason, the questionnaire (English version only) is presented on the following two pages as a reference. The actual questionnaire as administered differs in appearance from the copies shown below because the final layout for printing placed all questions on a single page with English on the front and Spanish on the back of the page. The actual layout and the Spanish version are shown in Appendix A, page 22.

1. In a **typical week**, on which days do you currently use GoApex? (*Circle all that apply*)
 Mon Tue Wed Thu Fri Sat First time rider I rarely ride GoApex Route 1

2. What is the **ONE** main purpose for which you **most often** use GoApex Route 1?
 Is it to go to or from 1 Work 2 School/college 3 Shopping
 4 Medical/dental 5 Recreation/event 6 Other _____

3. Is this the only bus you use for this trip, or do you transfer?
 1 No transfer - 2 Transfer to/from a GoCary bus 3 Transfer to/from a GoTriangle bus

4. Please mark **all** of the following that apply to you. Are you...
 1 Employed full time 2 Employed part time 3 Unemployed
 4 Homemaker/Primary caregiver 5 Student 6 Retired 7 Volunteer position

5. How many people, including children and adults, live in your household? _____

6. How old are you? _____ Years old

7. Do you identify as... 1 Male 2 Female 3 Non-binary 4 Prefer not to answer

8. Do you consider yourself to be... (*Please check all that apply to you*)
 1 Black, African, or African American 2 Asian (Other than South Asian) 3 South Asian
 4 Hispanic 5 Native American Indian or Native Alaskan 6 Middle Eastern/North African
 7 Native Hawaiian or Pacific Islander 8 White or Caucasian 9 Other _____

9. What language do you most often speak at home? (*Check only one*)
 1 English 2 Spanish 3 Other: _____

10. What is your total annual household income? (*Check only one*)
 1 Less than \$15,000 2 \$15,000 to \$30,000 3 \$30,001 to \$40,000
 4 \$40,001 to \$60,000 5 \$60,001 to \$90,000 6 \$90,001 to \$120,000
 7 \$120,001 to \$150,000 8 More than \$150,000

11. Do you usually have a motor vehicle available for your local trips? 1 Yes 2 No

12. Have you a disability that prevents you from driving a vehicle? 1 Yes 2 No

13. On this trip where are you **COMING FROM**?
 1 Home 2 Work 3 School 4 Errands/shopping 5 Friend's or relative's home 6 Other

14. What are the cross streets or a **major** landmark at the place you are coming from?
 Street: _____
 Cross Street _____

15. What is the **FINAL** destination of this trip?
 1 Home 2 Work 3 School 4 Errands/shopping 5 Friend's or relative's home 6 Other

16. What are the cross streets or a **major** landmark at your **FINAL** destination
 Street: _____
 Cross Street _____

17 Do you use any of the following on your cell phone (all that apply)?

1 UMO App 2 GoCary App 3 Transit App 4 Other 5 None of these 6 No cell phone

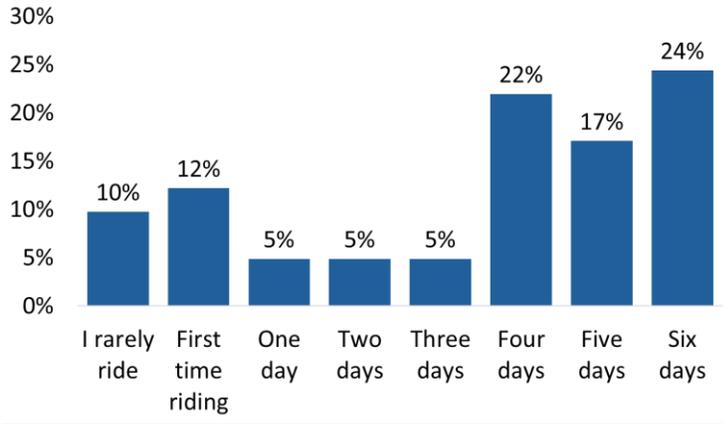
How satisfied are you with each of the following GoApex Route 1 services?	Totally satisfied	Mostly satisfied	Fairly	Neutral	A little dissatisfied	Dissatisfied	Very dissatisfied	Does not apply to me
18 Bus running on-time	7	6	5	4	3	2	1	<input type="radio"/>
19 Frequency of service	7	6	5	4	3	2	1	<input type="radio"/>
20 Hours the bus operates	7	6	5	4	3	2	1	<input type="radio"/>
21 Weekend service	7	6	5	4	3	2	1	<input type="radio"/>
22 Total time it takes for your usual trip	7	6	5	4	3	2	1	<input type="radio"/>
23 Service to all locations you want to go	7	6	5	4	3	2	1	<input type="radio"/>
24 Ease of transferring between GoApex, GoCary and GoTriangle	7	6	5	4	3	2	1	<input type="radio"/>
25 Cleanliness of the bus interior	7	6	5	4	3	2	1	<input type="radio"/>
26 Cleanliness of the bus stops	7	6	5	4	3	2	1	<input type="radio"/>
27 Availability of shelters or seats at bus stops	7	6	5	4	3	2	1	<input type="radio"/>
28 Your sense of personal safety from other passengers on the bus	7	6	5	4	3	2	1	<input type="radio"/>
29 Courtesy & helpfulness of bus operators	7	6	5	4	3	2	1	<input type="radio"/>
30 Usefulness of information from 485-RIDE telephone operators	7	6	5	4	3	2	1	<input type="radio"/>
31 Usefulness of printed information such as schedule or brochures	7	6	5	4	3	2	1	<input type="radio"/>
32 Usefulness of audio/visual announcements	7	6	5	4	3	2	1	<input type="radio"/>
33 Quality of <i>WIFI</i> service	7	6	5	4	3	2	1	<input type="radio"/>
34 Usefulness of real time transit information	7	5	5	4	3	2	1	<input type="radio"/>
35 The quality of GoApex services overall	7	5	5	4	3	2	1	<input type="radio"/>

36 Of the services in questions 0 to 34 above, please list the three most important to improve?

1. Most important _____ 2nd most important _____ 3rd most important _____

Comments: _____

Figure 6 Days per Week Using GoApex

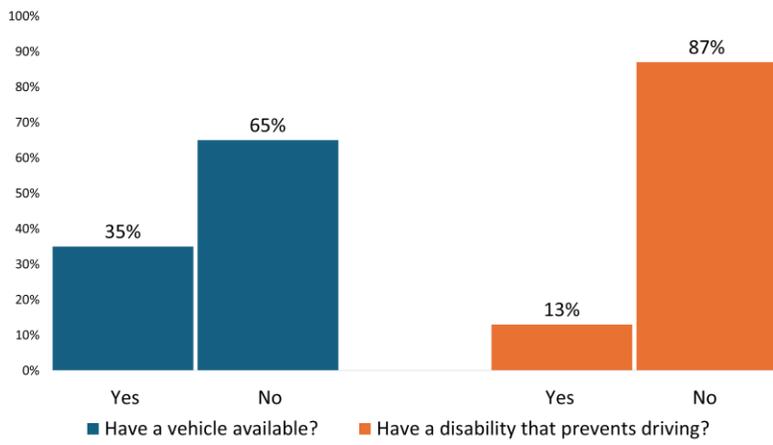


Frequency of Using GoApex

Most passengers who use GoApex use it quite intensively: 63% say they use it four or more days per week.

The one to three day riders account for only 15%. Twelve percent (12%) say they are first time riders. They are a healthy base for recruiting new riders. The service and marketing challenge is to retain them as regular riders.

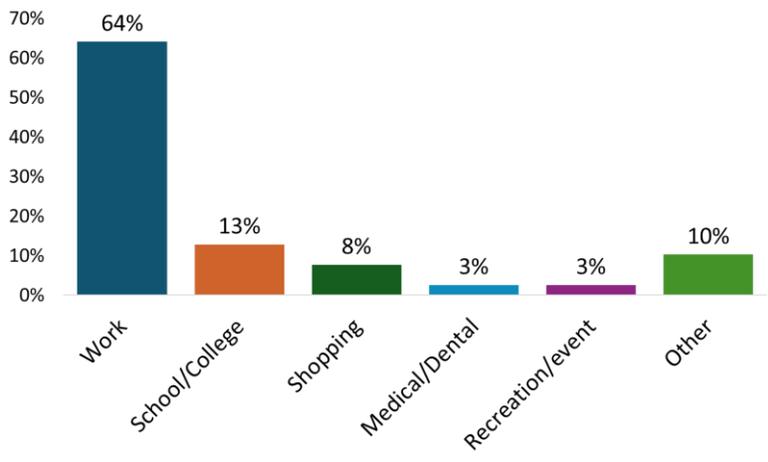
Figure 7 Depending on GoApex



Transit Dependency

Most GoApex riders (65%) have no vehicle as a local transportation option. On the other hand, 35% do have a vehicle, but choose to use GoApex, a sign that GoApex can probably build a customer base that uses its service for its convenience and perhaps its economy. Only 13% say they have a disability that prevents them from driving, a small but important customer segment.

Figure 8 Usual Trip Purpose on GoApex

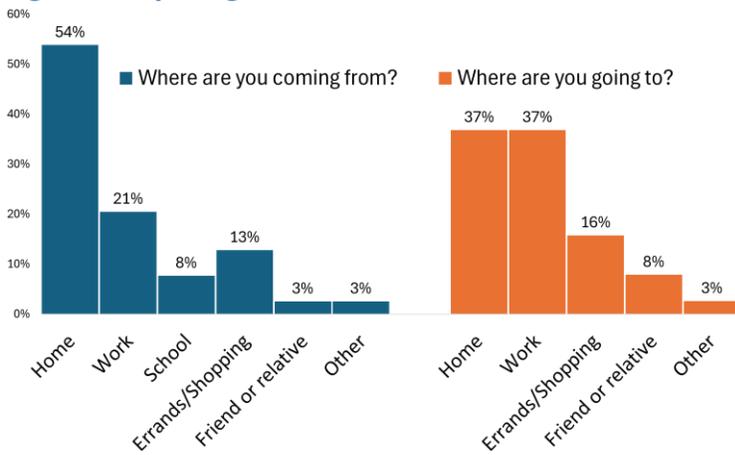


Usual GoApex Trip Purpose

Most GoApex users 16 or older (64%) ride to/from work, while 13% use it for trips to school. Work and school trips are associated with regular and frequent local travel. Less frequent trip purposes like shopping (8%), medical appointments (3%), and recreation (3%) totaled 14%. Another 10% cited "Other" unlisted purposes.

Finally, 10% volunteered that while work was their usual purpose, they also use GoApex for shopping and/or recreation. (They are not shown in the chart.)

Figure 9 Trip Origin and Destination

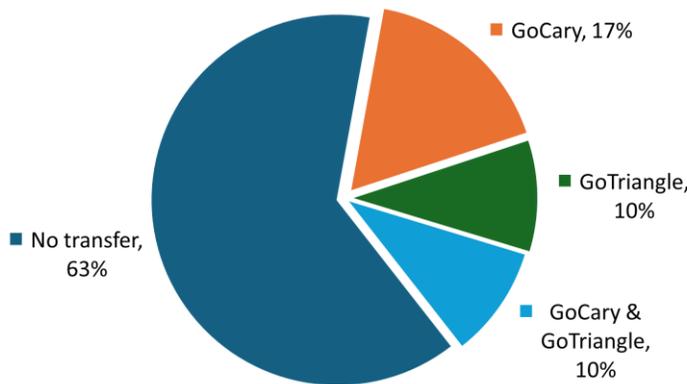


Trip Origin & Destination

When surveyed, most riders (54%) said they were coming from home while another 21% were coming from work. The final destinations respondents cited were evenly split between home (37%) and work (also 37%).

School was the trip origin for 13% but, oddly, no one in the sample cited school as their destination. The very small sample means that no conclusions should be reached based on this odd result. GoApex planners suspect that many students use the bus after school to go home, visit friends or for other purposes but get to school in another way.

Figure 10 Transferring

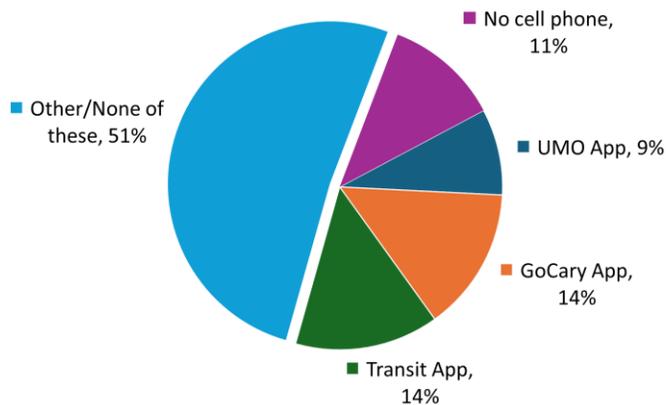


Transferring

Almost two-thirds (63%) of the respondents made no transfer. Others transferred to or from GoCary (17%), GoTriangle (10%) or both of these systems (10%).

Figure 11 Transit Apps

Do you use any of the following on your cell phone?



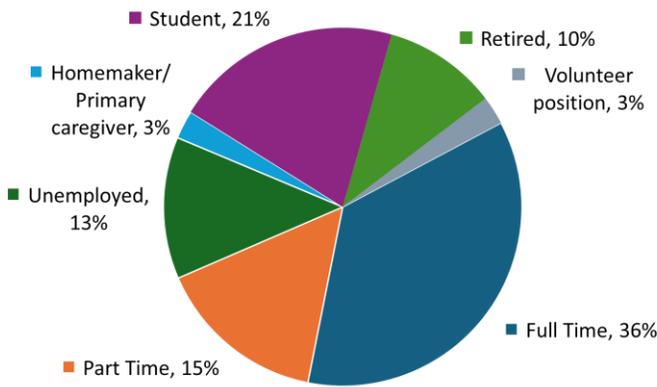
Transit Apps

Approximately half (51%) of GoApex riders 16 or older have no app at all or at least none of the apps listed in the questionnaire and shown on the right side of the pie chart in Figure 11. Another 11% have no cell phone.

The Transit app (14%), the GoCary app (14%) and the UMO app (9%) share 37% of the transit app market among GoApex survey respondents..

Demographics

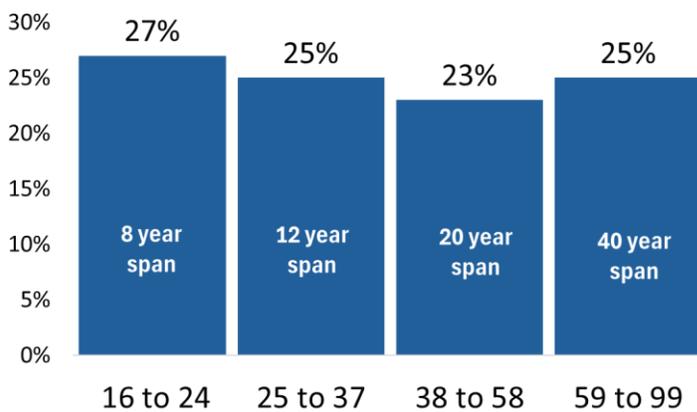
Figure 12 Employment



Employment

A plurality (36%) of GoApex riders in the sample are employed full time and another 15% are employed part-time. Thus, the system is a factor in local labor mobility. In addition, 21% are students. This means that a total of 72% are either in the work-force or are preparing for it.

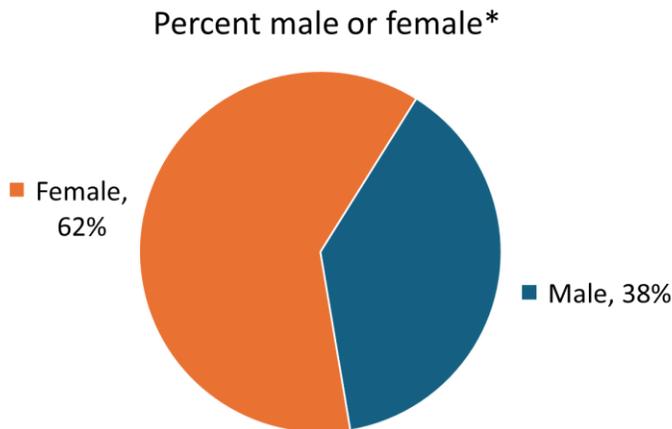
Figure 13 Age in Quartiles



Age

Riders in most transit systems tend to be young². GoApex is no exception. The youngest (approximate) quartile (27%) consists of riders from 16 to 24, a span of only 8 years. This compares to the oldest quartile from 59 to 99, a span of 40 years. Each quartile contains close to the same percentage of riders but a wider age span. This means that the ridership tends to be young.

Figure 14 Gender Identity



*No respondents identified themselves as non-binary. Two respondents skipped the question.

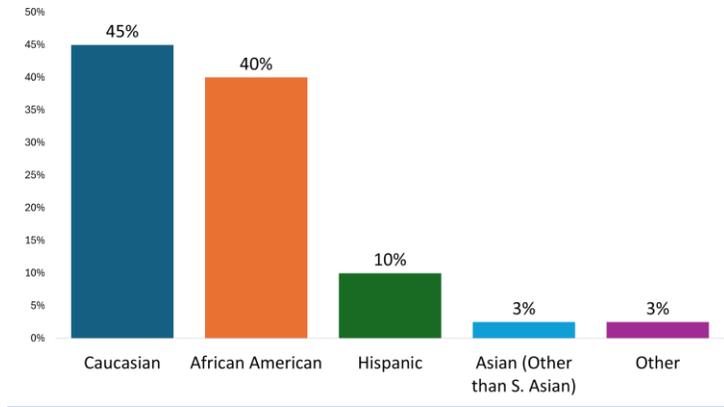
Gender Identity

Nationally, bus transit users are more likely to be women (56%) than men (44%)*. That is true of GoApex riders in the sample, with 62% identifying as female and 38% male. However, the reverse is true for the several North Carolina transit systems CJI surveyed from 2018 to 2023 GoCary, for example has ratio of 54% male to 43% female and 3% other. The comparable percentages for GoRaleigh are 58%, 39%, and 3%.

[*See *Who Rides Public Transportation*, an APTA research publication by CJI Research. Page 43]

² Riders who appeared to be younger than 16 were not approached. See page 6. Thirty-one (31) of those who boarded were not surveyed for this reason. Although some of the 31 were probably counted more than once (since there is not way to track this), this suggests that there may be a significantly larger cohort of young riders than the survey results show. In future surveys it may be useful to use a younger age eligibility criterion.

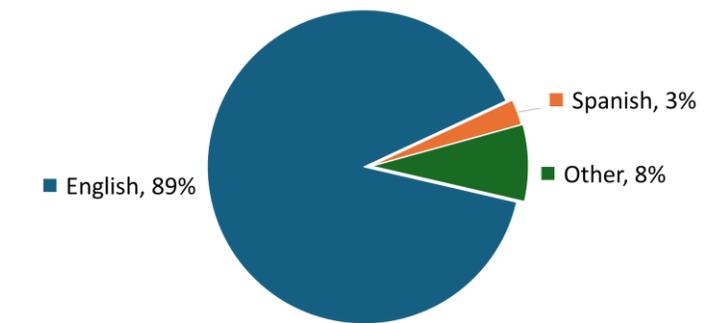
Figure 15 Race and Ethnicity



Race & Ethnicity

GoApex passengers are almost equally Caucasian (45%) and African American (40%). Another 10% identify only as Hispanic, while 3% said they are Asian (other than South Asian), and 3% “Other,” which they did not specify.

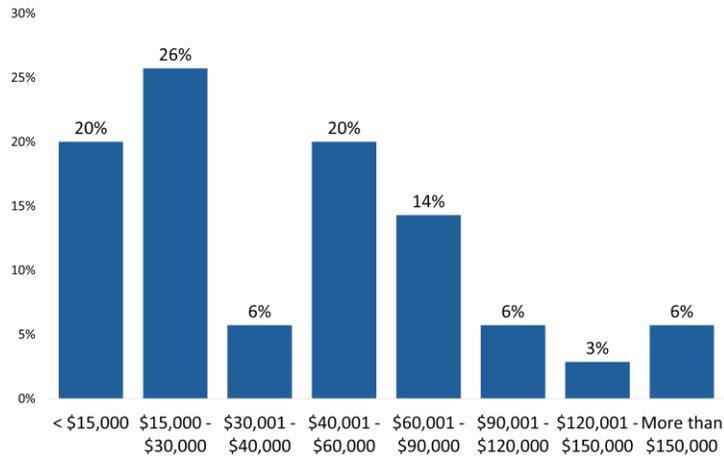
Figure 16 Language Most Often Spoken at Home



Language

Asked what language they most often speak at home, 89% said they speak English, 3% Spanish and 8% another language. In this small sample (40 responded to the question and one skipped it) three respondents (8%) said they speak a language other than English or Spanish. One said his household speaks French, but he completed the survey in English. The other two did not specify a language³.

Figure 17 Household Income



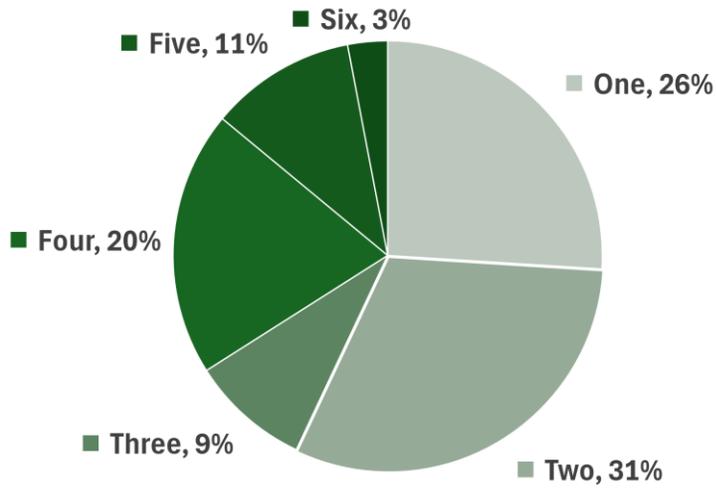
Household Income

As tends to be true of bus transit passengers in the United States, most GoApex riders in the sample are of low income households. A total of 46% cite their household incomes as \$30,000 or less. A total of 72% cite household incomes of less than \$60,000.

In comparison, median household income in North Carolina is \$65,000, and in Wake County it is \$97,000. In Apex, median Household income according to the ACS 5-year estimates, 2018-2022 was \$129,688.

³ Several people did not complete the survey because they indicated they spoke neither English nor Spanish. Two indicated that they spoke Russian, three spoke Chinese, and one identified his language simply as “African.”

Figure 18 Household Size



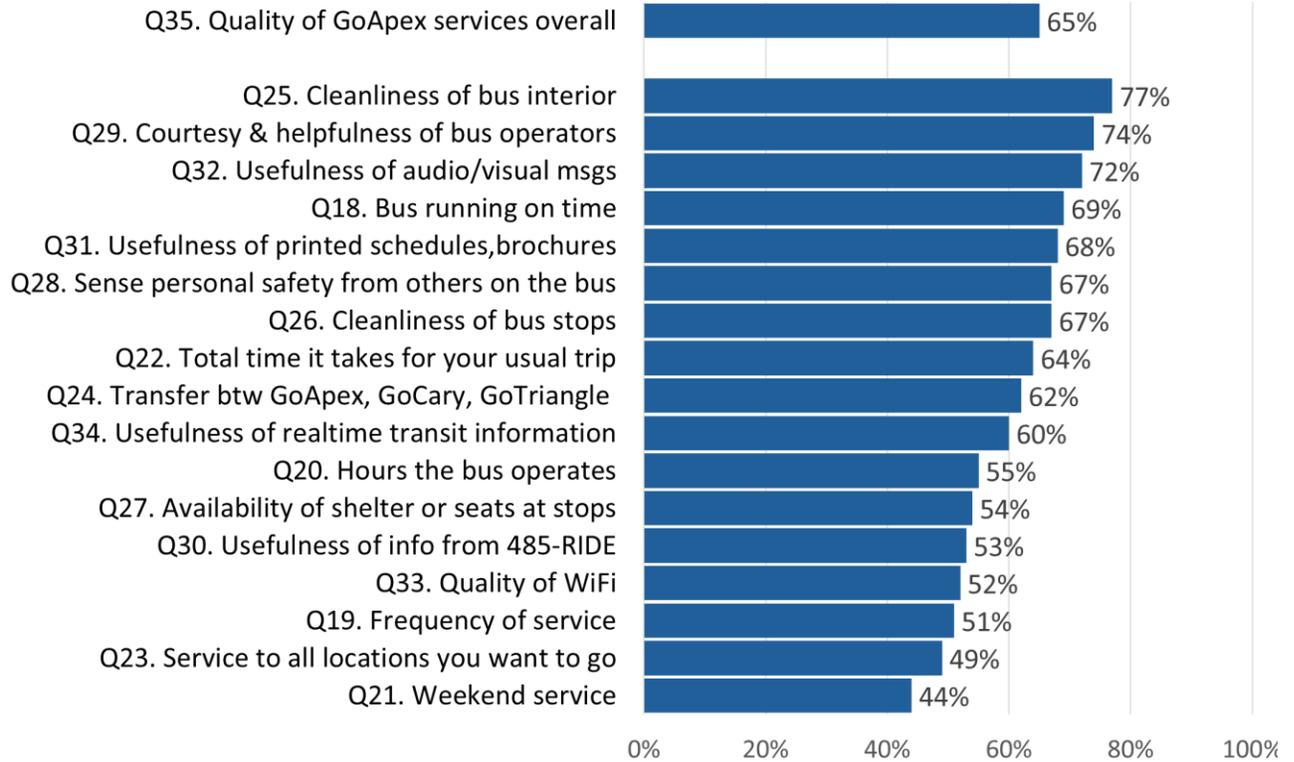
Household Size

GoApex rider households range from one to six people, including adults and children. The mean number of persons per household is 2.7.

Unfortunately, with such a small sample it is not feasible to examine the relationship between household income and household size.

Customer Satisfaction

Figure 19 Customer Satisfaction: Percent Totally Satisfied



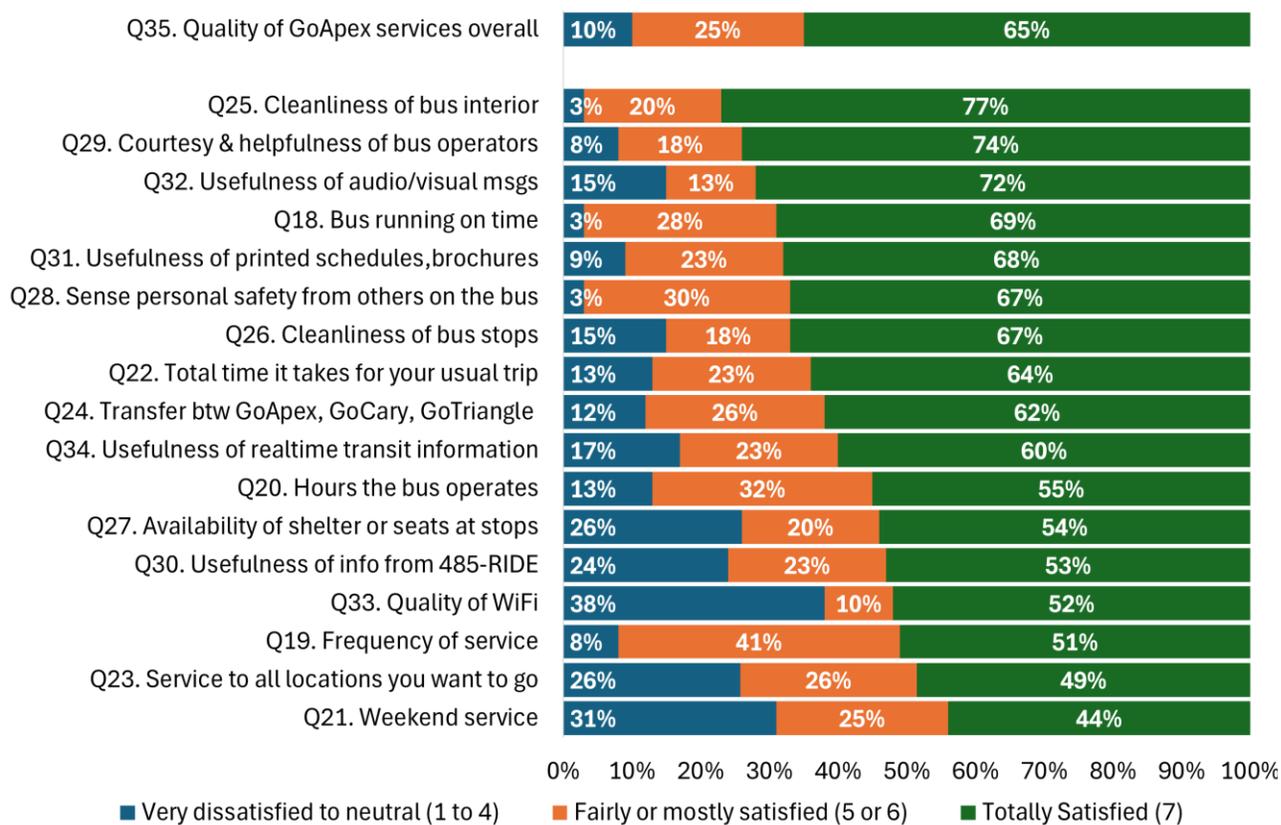
Customer Satisfaction Ratings

Respondents were asked to rate each of 17 aspects of GoApex service using a scale of 1 to 7 on which 7 means “Totally Satisfied,” and 1 means “Very Dissatisfied.” Figure 19 displays only the percentage giving the score of Totally Satisfied and arranges them in descending order.

In most customer satisfaction surveys of urban transit riders, on-time performance (“Bus running on time”) tends to score poorly, but in Apex, it is in the top four in terms of satisfaction.

Conversely, at the bottom of the list are three service elements that are most expensive to improve, the level of weekend service (44%), service to all locations you want to go to (49%), and frequency of service (51%).

Figure 20 Customer Satisfaction - Three Levels



Customer Satisfaction Ratings in More Detail

Showing the lowest and upper middle scores along with the top score adds nuance to the satisfaction ratings.⁴ We see, for example, that while frequency of service is third from the bottom of the chart in terms of the “Total Satisfaction” score (51%), 41% rate their attitude as “fairly” or “mostly satisfied.” This means that although the percentage giving the top score was quite low, this was not because the negative score was high. In fact, a total of 92% gave a positive rating.

This highest negative to neutral scores are 38% for “Quality of WiFi,” 31% for “Weekend service,” 26% for both “Service to all locations you want to go” and “Ease of transferring between GoApex, GoCary, and GoTriangle.”

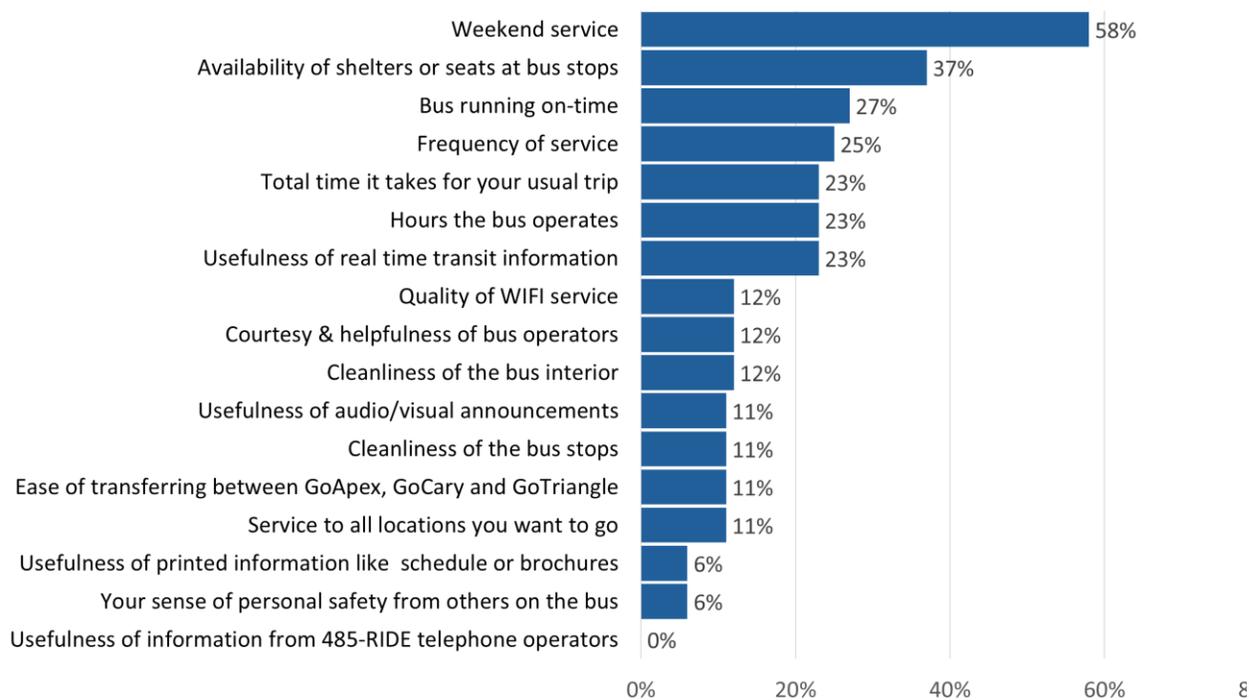
It is important to note that computation of the percentages excludes those who said the service did not apply to them. In 6 of the 17 aspects of service this fact should be considered in interpreting Figure 19, Figure 20, and Figure 21. Those items and the percent saying the service did not apply to them are:

Q33 Satisfaction with quality of WiFi	24%
Q30 Usefulness of info from 485-RIDE	21%
Q31 Usefulness of printed information like schedule or brochure	18%
Q24 Ease of transfer btwn GoApex, GoCary, GoTriangle	13%
Q32 Usefulness of audio/visual announcements	11%
Q34 usefulness of realtime transit information	8%

The low score of WiFi service obviously affects only those trying to use it, and many do not. Except for ease of transferring, the other items all involve information which some, but not all, riders use

⁴ The seven point scores are collapsed into three points because using the full distribution makes the chart extremely difficult to read and interpret. The reader who wants to see the full distribution will find it in Appendix D, Page 30. Figure 20 breaks the scores at the neutral score of 4 so that any score of 5, 6 or 7 is either moderately positive ((in orange in the chart) or very positive (green in the chart)

Figure 21 Which Aspect of Service Are Most Important to Improve?



Top Three Services to Improve

Passengers were asked to specify which of the 17 service components were most important to improve, second most, and third most. This helps prioritize which aspects of service are of greatest concern to riders.

In Figure 21, the four aspects of service that are at the top of the improvement priorities are not unique to GoApex. These are among the top priorities of passengers on many smaller (and some larger) bus systems:

- Weekend service,
- Shelters and/or seats at bus stops,
- The bus running on time, and
- Frequency of service.

In general, these priorities are consistent with the scores shown in Figure 20. Weekend service had a high negative to neutral rating (31%) as did availability of shelter or seats at bus stops (26%). However, on-time performance had a relatively high positive rating (69%) and low negative rating (3%), yet it appears among the top aspects of services to be improved. Similarly, frequency of service scores low on Total Satisfaction (51% positive) but is not exceptionally high in its negative score (8%). The implication is that there is always room for improvement. It is important, then, to take both the ratings and the prioritization of the top three into account when considering priorities for service improvement.

Appendix A: Questionnaire

PASSENGER SURVEY — Please tell us about how you use GoApex

El cuestionario en Español se encuentra del otro lado



1. In a typical week, on which days do you currently use GoApex? *(Circle all that apply)*

Mon Tue Wed Thu Fri Sat First time rider I rarely ride GoApex Route 1

2. What is the ONE main purpose for which you most often use GoApex Route 1?

Is it to go to or from 1 Work 2 School/college 3 Shopping
4 Medical/dental 5 Recreation/event 6 Other _____

3. Is this the only bus you use for this trip, or do you transfer?

1 No transfer 2 Transfer to/from a GoCary bus 3 Transfer to/from a GoTriangle bus

4. Please mark all of the following that apply to you. Are you...

1 Employed full time 2 Employed part time 3 Unemployed
4 Homemaker/Primary caregiver 5 Student 6 Retired 7 Volunteer position

5. How many people, including children and adults, live in your household? _____

6. How old are you? _____ Years old

7. Do you identify as... 1 Male 2 Female 3 Non-binary 4 Prefer not to answer

8. Do you consider yourself to be... *(Check all that apply to you)*

1 Black, African, or African American 2 Asian *(Other than South Asian)* 3 South Asian
4 Hispanic 5 Native American Indian or Native Alaskan 6 Middle Eastern/North African
7 Native Hawaiian or Pacific Islander 8 White or Caucasian 9 Other _____

9. What language do you most often speak at home? *(Check only one)*

1 English 2 Spanish 3 Other _____

10. What is your total annual household income? *(Check only one)*

1 Less than \$15,000 2 \$15,000 to \$30,000 3 \$30,001 to \$40,000
4 \$40,001 to \$60,000 5 \$60,001 to \$90,000 6 \$90,001 to \$120,000
7 \$120,001 to \$150,000 8 More than \$150,000

11. Do you usually have a motor vehicle available for your local trips? 1 Yes 2 No

12. Do you have a disability that prevents you from driving a vehicle? 1 Yes 2 No

13. On this trip where are you COMING FROM?

1 Home 2 Work 3 School 4 Errands/shopping
5 Friend's or relative's home 6 Other _____

14. What are the cross streets or a major landmark at the place you are coming from?

Street _____

Cross Street _____

15. What is the FINAL destination of this trip?

1 Home 2 Work 3 School 4 Errands/shopping
5 Friend's or relative's home 6 Other: _____

16. What are the cross streets or a major landmark at your FINAL destination?

Street _____

Cross Street _____

17. Do you use any of the following on your cell phone? *(Check all that apply)*

1 UMO App 2 GoCary App 3 Transit App 4 Other/None of these 5 No cell phone

How satisfied are you with each of the following GoApex Route 1 services?	Totally satisfied	Mostly satisfied	Fairly satisfied	Neutral	A little dissatisfied	Dissatisfied	Very dissatisfied	Does not apply to me
18. Bus running on-time	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Frequency of service	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Hours the bus operates	7	6	5	4	3	2	1	<input type="checkbox"/>
21. Weekend service	7	6	5	4	3	2	1	<input type="checkbox"/>
22. Total time it takes for your usual trip	7	6	5	4	3	2	1	<input type="checkbox"/>
23. Service to all locations you want to go	7	6	5	4	3	2	1	<input type="checkbox"/>
24. Ease of transferring between GoApex, GoCary and GoTriangle	7	6	5	4	3	2	1	<input type="checkbox"/>
25. Cleanliness of the bus interior	7	6	5	4	3	2	1	<input type="checkbox"/>
26. Cleanliness of the bus stops	7	6	5	4	3	2	1	<input type="checkbox"/>
27. Availability of shelters or seats at bus stops	7	6	5	4	3	2	1	<input type="checkbox"/>
28. Your sense of personal safety from other passengers on the bus	7	6	5	4	3	2	1	<input type="checkbox"/>
29. Courtesy & helpfulness of bus operators	7	6	5	4	3	2	1	<input type="checkbox"/>
30. Usefulness of information from 485-RIDE telephone operators	7	6	5	4	3	2	1	<input type="checkbox"/>
31. Usefulness of printed information such as schedule or brochures	7	6	5	4	3	2	1	<input type="checkbox"/>
32. Usefulness of audio/visual announcements	7	6	5	4	3	2	1	<input type="checkbox"/>
33. Quality of WiFi service	7	6	5	4	3	2	1	<input type="checkbox"/>
34. Usefulness of real time transit information	7	6	5	4	3	2	1	<input type="checkbox"/>
35. The quality of GoApex services overall	7	6	5	4	3	2	1	<input type="checkbox"/>

36. Of the services in questions 18 to 34 above, please list the three most important to improve:

Most important _____ 2nd most _____ 3rd most _____

Comments: _____

ENCUESTA DE PASAJEROS — Cuéntenos cómo usa GoApex



- 1. En una semana normal, ¿en qué días utiliza GoApex actualmente?** (Circule todo lo que aplique)
 Lun Mar Mie Jue Vie Sab Pasajero por 1ra vez Rara vez viajo en GoApex Ruta 1
- 2. ¿Cuál es el ÚNICO propósito principal para el cual utiliza con mayor frecuencia GoApex Ruta 1?**
 ¿Es para ir o venir? 1 Trabajo 2 Escuela/colegio 3 Compras
 4 Médico/dental 5 Recreación/evento 6 Otro _____
- 3. ¿Es este el único autobús que utiliza para este viaje o hace transbordo?**
 1 Sin transbordo 2 Transbordo de/a un autobús GoCary 3 Transbordo de/a un autobús GoTriangle
- 4. Por favor marque todo lo siguiente que se aplique a usted. Eres...**
 1 Empleado tiempo completo 2 Empleado medio tiempo 3 Desempleado
 4 Ama/o de casa/cuidador primario 5 Estudiante 6 Jubilado 7 Puesto de voluntario
- 5. ¿Cuántas personas, incluidos niños y adultos, viven en su hogar?** _____
- 6. ¿Cuántos años tiene?** _____ Años
- 7. ¿Te identificas como...?** 1 Masculino 2 Femenino 3 No binario 4 Prefiero no contestar
- 8. ¿Te consideras ser...?** (Marque todo lo que aplique a usted)
 1 Negro, Africano o Afroamericano 2 Asiático (excepto el sur de Asia) 3 Sur de Asia
 4 Hispano 5 Indio Nativo Americano o Nativo de Alaska 6 Medio Oriente/Norte de África
 7 Nativo Hawaiano o Isleño del Pacífico 8 Blanco o Caucásico 9 Otro _____
- 9. ¿Qué idioma hablas más a menudo en casa?** (Marque solo uno)
 1 Inglés 2 Español 3 Otro _____
- 10. ¿Qué idioma hablas con mayor frecuencia en casa?** (Marque solo uno)
 1 Menos de \$15,000 2 \$15,000 a \$30,000 3 \$30,001 a \$40,000
 4 \$40,001 a \$60,000 5 \$60,001 a \$90,000 6 \$90,001 a \$120,000
 7 \$120,001 a \$150,000 8 Más de \$150,000
- 11. ¿Suele tener un vehículo de motor disponible para sus viajes locales?** 1 Sí 2 No
- 12. ¿Tiene alguna discapacidad que le impide conducir un vehículo?** 1 Sí 2 No
- 13. En este viaje ¿DE DÓNDE VIENES?**
 1 Casa 2 Trabajo 3 Escuela 4 Mandados/compras
 5 Casa de un amistad o pariente 6 Otro _____
- 14. ¿Cuáles son los cruces de calles o punto de referencia importante del lugar de donde vienes?**
 Calle _____
 Cruce de calles _____
- 15. ¿Cuál es el destino FINAL de este viaje?**
 1 Casa 2 Trabajo 3 Escuela 4 Mandados/compras
 5 Casa de un amistad o pariente 6 Otro _____

- 16. ¿Cuáles son los cruces de calles o punto de referencia importante en su destino FINAL?**

Calle _____
 Cruce de calles _____

- 17. ¿Utilizas alguno de los siguientes en tu teléfono celular?** (Marque todo lo que aplique)

1 App UMO 2 App GoCary 3 App Transito 4 Otro/Ninguno de estos 5 Sin celular

¿Qué tan satisfecho está con cada uno de los siguientes servicios de GoApex Ruta 1?	Totalmente satisfecho	Mayormente satisfecho	Bastante satisfecho	Neutral	Un poco insatisfecho	Insatisfecho	Muy insatisfecho	No aplica a mi
18. El autobús circula a tiempo	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Frecuencia de servicio	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Horas en que opera el autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
21. Servicio de fin de semana	7	6	5	4	3	2	1	<input type="checkbox"/>
22. Tiempo total que tarda su viaje habitual	7	6	5	4	3	2	1	<input type="checkbox"/>
23. Servicio a todos los lugares que quieras ir	7	6	5	4	3	2	1	<input type="checkbox"/>
24. Facilidad de transbordo entre GoApex, GoCary y GoTriangle	7	6	5	4	3	2	1	<input type="checkbox"/>
25. Limpieza del interior del autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
26. Limpieza de las paradas de autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
27. Disponibilidad de refugios o asientos en las paradas de autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
28. Su sentido de seguridad personal frente a otros pasajeros en el autobus	7	6	5	4	3	2	1	<input type="checkbox"/>
29. Cortesía y amabilidad de los operadores	7	6	5	4	3	2	1	<input type="checkbox"/>
30. Utilidad de la información del los operadores telefónicos de 485-RIDE	7	6	5	4	3	2	1	<input type="checkbox"/>
31. Utilidad de la información impresa como horario o folletos	7	6	5	4	3	2	1	<input type="checkbox"/>
32. Utilidad de los anuncios audiovisuales	7	6	5	4	3	2	1	<input type="checkbox"/>
33. Calidad del servicio WiFi	7	6	5	4	3	2	1	<input type="checkbox"/>
34. Utilidad de la información de tránsito en tiempo real	7	6	5	4	3	2	1	<input type="checkbox"/>
35. La calidad general de servicios de GoApex	7	6	5	4	3	2	1	<input type="checkbox"/>

- 36. De los servicios de preguntas 18 a 34 arriba, enumere los tres más importantes para mejorar:**

Lo más importante _____ 2do más _____ 3o más _____

Comentarios: _____

Appendix B: Passenger Comments

Usual Frequency (Derived from Q1)	Q35.Ovall.Qual Satisfaction with quality of GoApex service overall	Q36.Most Most important to improve	Comments
First time riding	Totally satisfied	Bus running on-time	Great 1st ride!
First time riding	Totally satisfied		Two trips going at one time
First time riding	Totally satisfied	Cleanliness of the bus stops	Very useful. Convenient
I rarely ride	Totally satisfied	Bus running on-time	Great Service
I rarely ride	Totally satisfied		The bus service is fine for me
One day	Totally satisfied		Great experience
One day	Totally satisfied	Weekend service	Need Sunday Service
Three days	Mostly satisfied	Weekend service	Needs to have weekend availability. Hours need to be more. I come from Durham. Other than that, great
Two days			A1 service. Staff members are always on time and great personality
Two days	Totally satisfied	Bus running on-time	It's free, what can I say?
Four days	Neutral		I don't have a problem with GoApex. Chairs should be cleaner.
Four days	Fairly satisfied	Usefulness of audio/visual announcements	I wish it stayed operating an hour longer as it affects my work. Also, the screen is broken.
Four days	Mostly satisfied	Bus running on-time	It would help if it did announcements. Haven't worked yet this year.
Four days	Mostly satisfied	Weekend service	Just start it on Sunday too
Four days	Totally satisfied		Morning driver OK
Four days	Totally satisfied	Weekend service	Sunday service would be great from noon to 7:00 PM. More seats and shelters would be appreciated. Some drivers could be a bit more friendly.
Five days	Totally satisfied		Best Ride
Five days	Totally satisfied		Gracias
Five days	.	Usefulness of real time transit information	Thanks
Five days	Fairly satisfied	Availability of shelters or seats at bus stops	Wish all stops had seats and bus came more often
Six days	Totally satisfied		Can we expand the route to Costco?
Six days	Totally satisfied	Frequency of service	Expand shelters; very important
Six days	Totally satisfied	Service to all locations you want to go	I suggest extended weekend services to include Sundays. This may improve the commute rate of residents.

Six days	Totally satisfied	Availability of shelters or seats at bus stops	Most stops don't have shelters or seats. When it rained last week, it was horrible because I couldn't wait for the bus due to not having shelter from the rain, so I had to wait 2 hours before walking more
Six days	Totally satisfied		My girlfriend is legally Blind. She needs the bus for work. We need it for doctors' appointments. This bus is integral for kids to spend time together as they become more responsible and independent.
Six days	Totally satisfied		The route should run to the public library. Sitting at the senior center for 15 minutes allows more than enough time. Silly to have a beautiful library with limited access.
Six days	Totally satisfied		Wish bus ran on Sunday and ran later

Appendix C: Origins and Destinations

The data on origins and destinations in this small sample are inadequate to generate much analysis and detailed mapping. The raw data were “cleaned” in the sense that landmarks were manually converted to addresses and misspellings were corrected. Some respondents omitted their geographic information, probably because they did not know the cross-streets or perhaps out of a concern for privacy. This behavior is typical in such surveys.

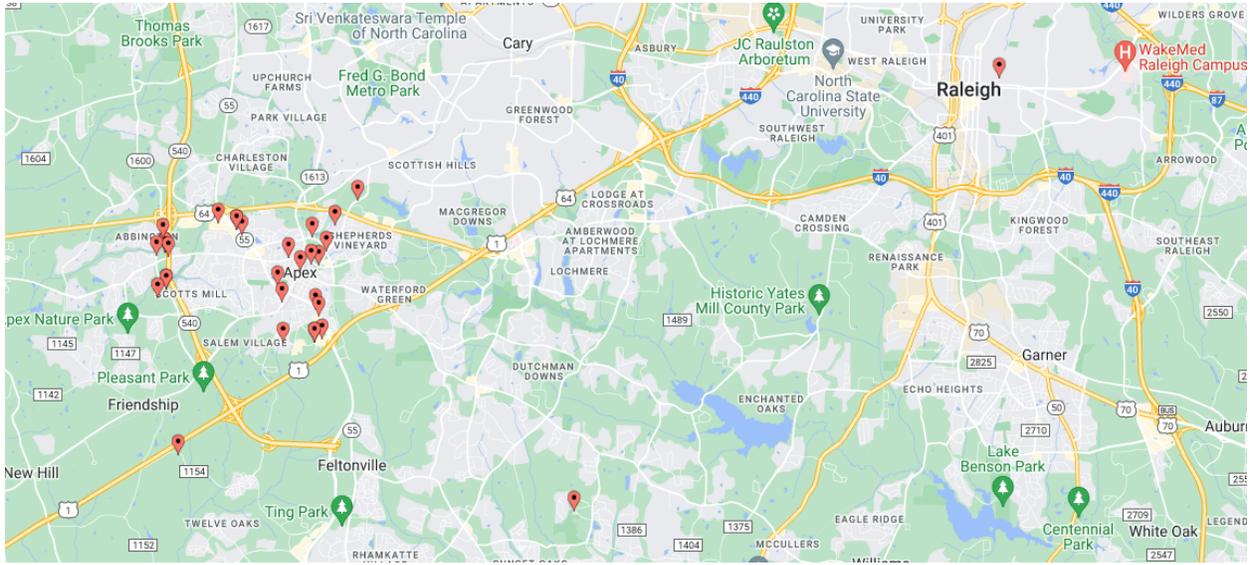
Although the total sample includes 41 responses, only 27 respondents provided a point of origin, and only 21 a destination that could be interpreted. As the ridership grows, the level of detail and the usefulness of the geographic information will increase.

Figure 22 Paired Points of Origin and Destination

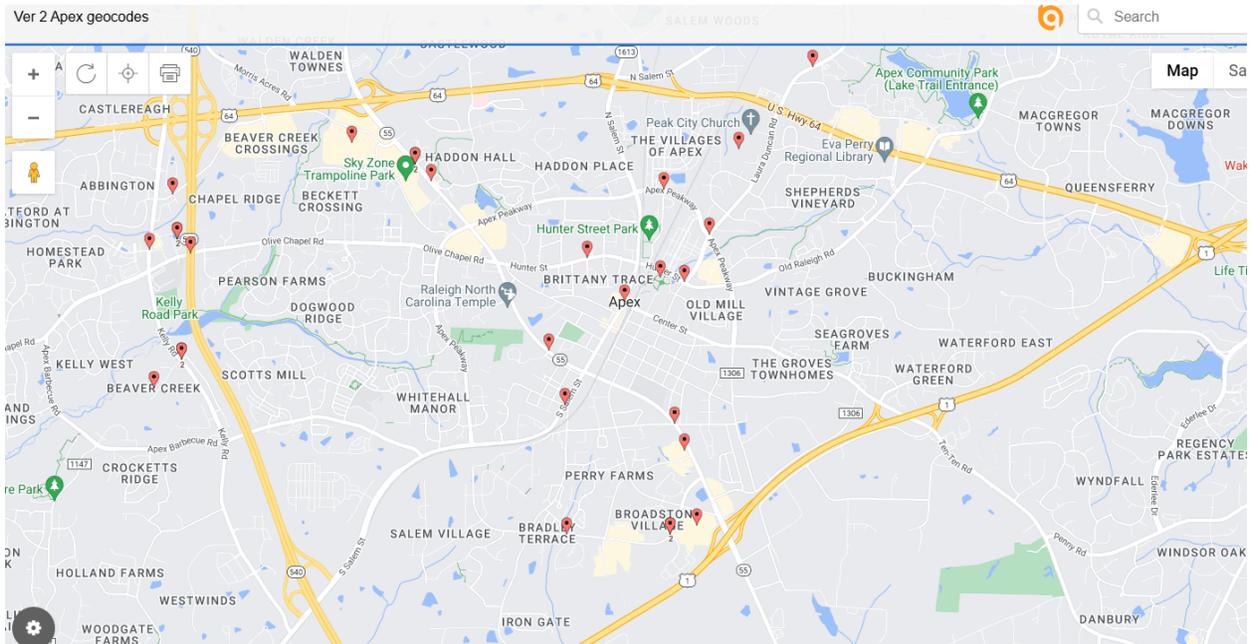
Q14 Origin	Q16 Paired destination
1335 W Williams St	73 Hunter St
214 Blount St, Raleigh	W Williams St & Upchurch St
73 Hunter St	73 Hunter St
73 Hunter St	
Ambergate Station & Apex Peakway	1571 Beaver Creek Commons Dr
Apex High School 1501 Laurra Duncan Rd	
Apex Peakway & Shackleton Rd	W Williams & Apex Peakway
Broadstone Way & Apex Peakway	
Broadstone Way & Apex Peakway	
Diamond Dove Ln & Beaver Creek Commons Dr	Beaver Creek Commons Dr & Vision Dr
E Williams St & Hwy 55	209 Harwood St
Hadden Hall Dr & Williams St	Hughes St & E Williams
Hadden Hall Dr & Williams St	63 Hunter St
Hunter	Hadden Hall Rd & Blackburn Rd
Hunter St & Laura Duncan Rd	Apex Peakway & Hwy 55
Hwy 55 & James St	Beaver Creek & Hwy 55
Jamison Woods Ln & Jamison Park Dr, Cary NC	830 E William St
Justice Heights & S Salem St	Beaver Creek & Hwy 55
Kelly Rd & Evening Star Dr	Olive Chapel Rd & Apex Peakway
Lidl Market Apex Peakway & Laura Duncan Rd	
Olive Chapel Rd & Williams St	N Main St & Center St
Publix Olive Chapel Rd & Kelly	53 Hunter St
Town of Apex & Garner Town	
Upchurch St & W Williams St	Lowes 1101 Beaver Creek Commons Dr
Walmart S Hughes & Hwy 55	Hunter St & Hwy 55
Walmart S Hughes & Hwy 55	Harris Teeter 750 W William St
Woods Creek School 7451 Woods Creek Rd	Mosstree Drive & Torrence Dr

Points of Origin

TOTAL AREA VIEW, INCLUDING OUTLIERS

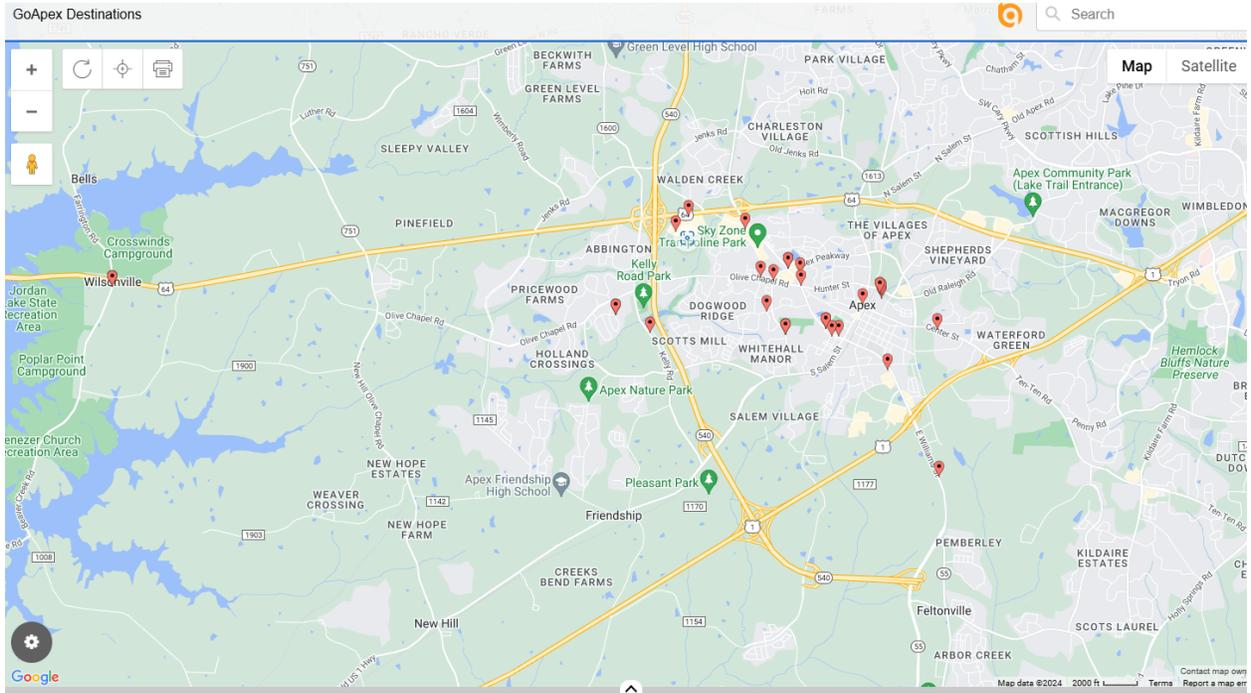


Focused view, including only central service area

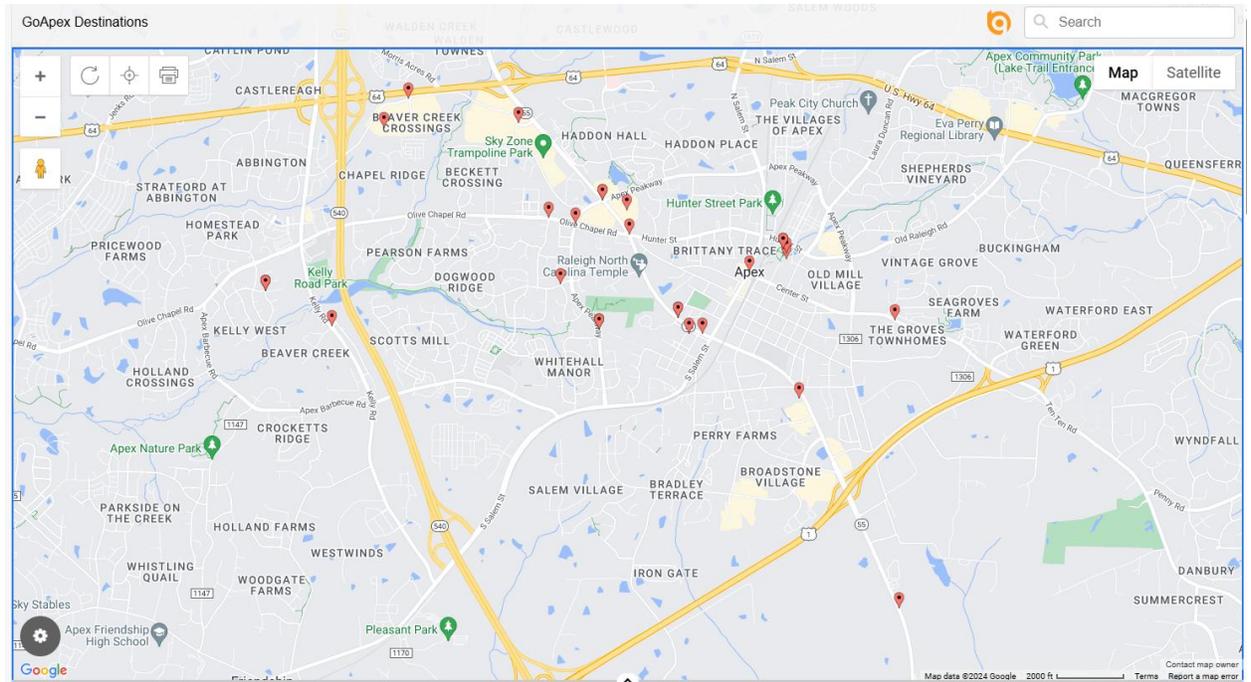


Points of Destination

TOTAL AREA VIEW, INCLUDING OUTLIERS



VIEW, FOCUSED PRIMARILY ON CENTRAL SERVICE AREA



Appendix D: Detailed Responses as Counts and Percentages

		Count	Column %
Usual. Frequency (Derived from Q1): In a typical week, on which days do you currently used GoApex?	One day	2	5%
	Two days	2	5%
	Three days	2	5%
	Four days	9	22%
	Five days	7	17%
	Six days	10	24%
	First time riding	5	12%
	I rarely ride	4	10%
Q2.Purpose Main purpose for which you most often use GoApex	Work	25	64%
	School/College	5	13%
	Shopping	3	8%
	Medical/Dental	1	3%
	Recreation/event	1	3%
	Other	4	10%
Transfer	No transfer	26	63%
	GoCary	7	17%
	GoTriangle	4	10%
	GoCary & GoTriangle	4	10%
Employment	Full Time	14	36%
	Part Time	6	15%
	Unemployed	5	13%
	Homemaker/Primary caregiver	1	3%
	Student	8	21%
	Retired	4	10%
	Volunteer position	1	3%
Number of people in household	One	9	26%
	Two	11	31
	Three	3	9
	Four	7	20
	Five	4	11
	Six	1	3

Agegroup Age group	16 to 23	8	21%
	24 to 30	7	18%
	31 to 43	5	13%
	44 to 50	5	13%
	51 or older	14	36%
Q7.Gender Do you identify as...?	Male	15	38%
	Female	24	62%
Ethnic.Id Self-identified Ethnic/Racial background	Black/African-American	16	40%
	Asian (Other than S. Asian)	1	3%
	S. Asian	0	0%
	Hispanic	4	10%
	Native American Indian or Native Alaskan	0	0%
	Middle Eastern/N African	0	0%
	Native Hawaiian or Pacific Islander	0	0%
	White/Caucasian	18	45%
	Other	1	3%
Q9.Lang.At.Home What language do you most often speak at home?	English	34	89%
	Spanish	1	3%
	Other	3	8%
Q10. Income What is your total annual household income?	< \$15,000	7	20%
	\$15,000 - \$30,000	9	26%
	\$30,001 - \$40,000	2	6%
	\$40,001 - \$60,000	7	20%
	\$60,001 - \$90,000	5	14%
	\$90,001 - \$120,000	2	6%
	\$120,001 - \$150,000	1	3%
	More than \$150,000	2	6%
Q11.Veh.Avail Do you usually have a motor vehicle available for your local trips?	Yes	14	35%
	No	26	65%
Q12.Disability Do you have a disability that prevents you from driving a vehicle?	Yes	5	13%
	No	34	87%

Q13.Coming.From On this trip, where are you coming FROM?	Home	21	54%
	Work	8	21%
	School	3	8%
	Errands/Shopping	5	13%
	Friend or relative home	1	3%
	Other	1	3%
Q15.Fnl.Dest What is the FINAL destination of this trip?	Home	14	37%
	Work	14	37%
	Errands/Shopping	6	16%
	Friend or relative home	3	8%
	Other	1	3%
Q17.App Do you use any of the following on your cell phone?	UMO App	3	9%
	GoCary App	5	14%
	Transit App	5	14%
	Other/None of these	18	51%
	No cell phone	4	11%
Q17.2ndMention	Transit App	1	100%
Q18.On.Time Satisfaction with the bus running on time	Neutral	1	3%
	Fairly satisfied	2	5%
	Mostly satisfied	9	23%
	Totally satisfied	27	69%
Q19.Frequency Satisfaction with Frequency of service	Dissatisfied	1	3%
	A little dissatisfied	1	3%
	Neutral	1	3%
	Fairly satisfied	5	13%
	Mostly satisfied	11	28%
	Totally satisfied	20	51%
Q20.Hours Satisfaction with Hours the bus operates	Very dissatisfied	1	3%
	Dissatisfied	1	3%
	A little dissatisfied	1	3%
	Neutral	2	5%
	Fairly satisfied	2	5%
	Mostly satisfied	10	26%
	Totally satisfied	21	55%
Q21.Wknd.Srv Satisfaction with Weekend service	Does not apply to me	3	8%
	Very dissatisfied	5	13%
	Dissatisfied	2	5%
	A little dissatisfied	4	10%
	Fairly satisfied	1	3%
	Mostly satisfied	8	21%
	Totally satisfied	16	41%

Q22.Total.time Satisfaction with Total time for usual trip	Very dissatisfied	1	3%
	Dissatisfied	1	3%
	A little dissatisfied	1	3%
	Neutral	2	5%
	Fairly satisfied	1	3%
	Mostly satisfied	8	21%
	Totally satisfied	25	64%
Q23.Srv.to.Locs Satisfaction with Service to all locations you want to go	Dissatisfied	1	3%
	A little dissatisfied	3	8%
	Neutral	6	15%
	Fairly satisfied	2	5%
	Mostly satisfied	8	21%
	Totally satisfied	19	49%
Q24.Trnsfr.Ease Satisfaction with Ease of transfer btwn GoApex, GoCary, GoTriangle	Does not apply to me	5	13%
	A little dissatisfied	2	5%
	Neutral	2	5%
	Fairly satisfied	3	8%
	Mostly satisfied	6	15%
	Totally satisfied	21	54%
Q25.Clean.Interior Satisfaction with Cleanliness of the bus interior	Very dissatisfied	1	3%
	Fairly satisfied	1	3%
	Mostly satisfied	7	18%
	Totally satisfied	30	77%
Q26.Clean.Stops Satisfaction with Cleanliness of bus stops	Very dissatisfied	1	3%
	Dissatisfied	1	3%
	Neutral	4	10%
	Fairly satisfied	3	8%
	Mostly satisfied	4	10%
	Totally satisfied	26	67%
Q27.Avail.Shltr.Seat Satisfaction with Availability of shelter or seats at stops	Very dissatisfied	1	3%
	Dissatisfied	4	10%
	A little dissatisfied	2	5%
	Neutral	3	8%
	Fairly satisfied	2	5%
	Mostly satisfied	6	15%
	Totally satisfied	21	54%

Q28.Sns.Pers.Sfty Satisfaction with Your sense of personal safety from others on bus	Neutral	1	3%
	Fairly satisfied	5	13%
	Mostly satisfied	7	18%
	Totally satisfied	26	67%
Q29.Oprtr.Court.Help Satisfaction with Operator courtesy and helpfulness	Neutral	3	8%
	Fairly satisfied	2	5%
	Mostly satisfied	5	13%
	Totally satisfied	28	74%
Q30.Usfl.Phone.Inf Satisfaction with Usefulness of info from 485-RIDE	Does not apply to me	8	21%
	Very dissatisfied	1	3%
	Dissatisfied	1	3%
	A little dissatisfied	1	3%
	Neutral	4	11%
	Fairly satisfied	2	5%
	Mostly satisfied	5	13%
	Totally satisfied	16	42%
Q31.Usfl.Print Satisfaction with Usefulness of printed information like schedule or brochure	Does not apply to me	7	18%
	Very dissatisfied	1	3%
	Neutral	2	5%
	Fairly satisfied	2	5%
	Mostly satisfied	5	13%
	Totally satisfied	21	55%
Q32.Usfl.Aud.Vic Satisfaction with Usefulness of audio/visual announcements	Does not apply to me	4	11%
	Very dissatisfied	1	3%
	A little dissatisfied	3	8%
	Neutral	1	3%
	Fairly satisfied	1	3%
	Mostly satisfied	3	8%
	Totally satisfied	23	64%
Q33.Qual.WiFi Satisfaction with quality of WiFi	Does not apply to me	9	24%
	Very dissatisfied	3	8%
	Dissatisfied	1	3%
	A little dissatisfied	3	8%
	Neutral	4	11%
	Fairly satisfied	1	3%
	Mostly satisfied	2	5%
	Totally satisfied	15	39%

Q34.UsfIRI.Tm.Info Satisfaction with usefulness of realtime transit information	Does not apply to me	3	8%
	Very dissatisfied	2	5%
	A little dissatisfied	2	5%
	Neutral	2	5%
	Fairly satisfied	5	13%
	Mostly satisfied	3	8%
	Totally satisfied	21	55%
Q35.Ovall.Qual Satisfaction with quality of GoApex service overall	A little dissatisfied	1	3%
	Neutral	3	8%
	Fairly satisfied	5	14%
	Mostly satisfied	4	11%
	Totally satisfied	24	65%
Q36.Most Most important to improve	Bus running on-time	6	27%
	Frequency of service	3	14%
	Weekend service	5	23%
	Service to all locations you want to go	1	5%
	Ease of transferring between GoApex, GoCary and GoTriangle	1	5%
	Cleanliness of the bus stops	1	5%
	Availability of shelters or seats at bus stops	3	14%
	Usefulness of audio/visual announcements	1	5%
	Usefulness of real time transit information	1	5%

Q36.2nd Second most important to improve	Frequency of service	2	11%	
	Hours the bus operates	3	17%	
	Weekend service	2	11%	
	Total time it takes for your usual trip	3	17%	
	Ease of transferring between GoApex, GoCary and GoTriangle	1	6%	
	Cleanliness of the bus stops	1	6%	
	Availability of shelters or seats at bus stops	2	11%	
	Your sense of personal safety from other passengers on the bus	1	6%	
	Courtesy & helpfulness of bus operators	1	6%	
	Usefulness of printed information such as schedule or brochures	1	6%	
	Usefulness of audio/visual announcements	1	6%	
	Q36.3rd Third most important to improve	Hours the bus operates	1	6%
		Weekend service	4	24%
Total time it takes for your usual trip		1	6%	
Service to all locations you want to go		1	6%	
Cleanliness of the bus interior		2	12%	
Availability of shelters or seats at bus stops		2	12%	
Courtesy & helpfulness of bus operators		1	6%	
Quality of WIFI service		2	12%	
Usefulness of real time transit information		3	18%	

Appendix E: Limited Comparisons of GoApex 2024 to GoCary 2023

		GoApex	GoCary
Frequency per week	One day	9%	5%
	Two days	6%	13%
	Three days	6%	15%
	Four days	27%	10%
	Five days	21%	25%
	Six (or 7) days	30%	32%
Trip purpose	Work	64%	65%
	School/College	13%	5%
	Shopping	8%	19%
	Medical/Dental	3%	2%
	Recreation/event	3%	5%
	Other	10%	4%
Employment	Full Time	36%	39%
	Part Time	15%	19%
	Unemployed	13%	7%
	Homemaker/Primary caregiver	3%	7%
	Student	21%	20%
	Retired	10%	8%
	Volunteer position	3%	
Gender identity	Male	38%	56%
	Female	62%	44%
Race/ethnicity	Black/African-American	40%	33%
	Asian (Other than S. Asian)	3%	14%
	S. Asian	0%	
	Hispanic	10%	21%
	Native American Indian or Native Alaskan	0%	3%
	Middle Eastern/N African	0%	
	Native Hawaiian or Pacific Islander	0%	
	White/Caucasian	45%	24%
	Other	3%	6%
Language spoken at home	English	89%	79%
	Spanish	3%	18%
	Other	8%	3%
Vehicle available	Vehicle	35%	35%
	No vehicle	65%	65%
Use of a transit app	Transit app	38%	42%
	No transit app	51%	57%
	No cell	11%	1%

Attachment 3: 2025 Public Comment Form Results Summary

Apex Transit Prioritization Study Draft Recommendations - Feedback Form 2025

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
492	57	1,137	95

Do you agree with the inclusion of the recommendations in Set 1: Fixed Route Service Improvement/Expansion?

1. Implement GoApex Route 1 expansion/improvements already recommended for funding in FY25 and FY26: Sunday service, increased frequency Monday-Saturday, and continuing Bus Stop Improvements.	78%	4%	18%	-
	Agree	Somewhat Agree	Disagree	Not Sure
2. Implement a new fixed route between Pine Plaza (Costco area) and Pleasant Park.	64%	15%	16%	5%
	Agree	Somewhat Agree	Disagree	Not Sure
3. Revise existing GoApex Route 1 to provide better access to downtown, Walmart and Chapel Ridge Rd (each change could be implemented independently).	60%	22%	15%	4%
	Agree	Somewhat Agree	Disagree	Not Sure
4. Implement a new fixed route between downtown and the Veridea East Village area, timed with the Western Wake Tech campus opening and mixed-use center development.	52%	23%	14%	11%
	Agree	Somewhat Agree	Disagree	Not Sure
5. Implement a new fixed route between downtown, the multi-family apartments on Ten Ten Road, and industrial area on Lufkin Road.	21%	43%	23%	12%
	Agree	Somewhat Agree	Disagree	Not Sure

56 responses

Please use the space below to add any details about your response to the question above about recommendations in Set 1: Fixed Route Service Improvement/Expansion.

These routes don't make sense. You are not actually going into community park or pleasant park. It seems more like you are prioritizing giving certain neighborhoods access to downtown, but not clear why you are prioritizing some not others. If it's low income housing access, you should explain whether and why the routes include wealthier neighborhoods includes those to the southeast where this is little or no affordable housing.

4 days ago

Would like to see service from the Peakway/White Sogwood for downtown accessibility. To get downtown via pedestrian access this neighborhood has to cross high speed and/or busy commuter streets.

5 days ago

This is a tremendous waste of tax dollars that we should no longer do. The cost is ever increasing, and these buses drive around town emitting exhaust all day and they are mostly empty. If our own town employees who recommend these services do not use them then why do they think the community will? The town tax dollars would be better spent if we had an individual ride service for people that needed a ride.

11 days ago

More timely routes will provide residents transportation options, getting them to local businesses quicker and with less stress and thereby, possibly, more often.

11 days ago

We really need to add shaded bus stops to the list of priorities. The fact that i have to stand in the sun and may get rained-on really discourages me from taking the bus often, especially as our temperatures are going higher and higher and rainfall getting more and more unexpected due to climate change.

16 days ago

Increased frequency is a big improvement we absolutely need with GoApex 1. But connecting Costco area is also a big need that should be prioritized. I love recommendations 2 (because of connectivity to library and Cosctco) and 3 (because of the improved stops for Route 1).

16 days ago

disagreement with the recommendations unless there is data supporting the additions (e.g., is ridership there to support such expansions/additions).

23 days ago

If route 1 is revised and removed from current stops, can we offer sooner options for those that or loosing their stops?

23 days ago

Wake Tech and mixed-use center will have diverse and periodic use. Ie, go to classes / work daily from surrounding areas.

Downtown is still too small for larger population to have frequent use.

25 days ago

The route between Pine Plaza and Pleasant park is long overdue and should be top priority. It connects multiple stores, shopping areas, and recreation areas. It provides the largest transportation footprint possible.

26 days ago

This will increase crime in the Apex area

26 days ago

Expand current route frequency before adding new. 1 hour waits is not sustainable or helpful in the long run.

26 days ago

The revised GoApex option (Concept B) seems to connect the most high-demand destinations.

one month ago

The survey should ask whether the respondent rides the bus and if they are bus dependent (without a car). Non-riders might think the bus does not have adequate value. Entirely different demographic!

I am thrilled about the Pine Plaza / Pleasant Park route. Reaching the library is my highest personal priority. The four mile roundtrip walk from my home is at the limits of my physical capacity as a senior, but tolerable during pleasant cool weather. Reaching the library with a roller cart full of heavy books is currently impossible during rain, ice, and especially EXTREME SUMMER HEAT. Some interim periodic or pop-up shuttle is needed for the three years until this library route is likely to launch. The two passenger Parks & Recreation buses appear underused. Whenever I get off the 305 bus at Mason Street, I see those shuttles just sitting unused in the town parking lot.

Greater frequency for the Route One will definitely make this more efficient for bus-dependent people and more attractive to folks who own a car. I hope the Walmart stop improvement means a covered bench will be located right near the store, rather than requiring the lengthy walk with packages.

I have less personal need for other routes at this point. I recommend prioritizing service for the lowest-income communities and the senior residences where riders are likely to be bus-dependent. Bus access to WakeTech seems smart!

one month ago

We should secure funding for the expanded services from town and county sources as much as possible. The people of Apex should pay for this with local taxes because we can - we're as well off as anyone else in the county. Wake County govt should probably support the project also, given it gets all of our property tax money. Do not depend on funding from the NC state legislature, which is fickle, or the federal Congress, which is broke.

one month ago

Would like to see expanded services further out Olive Chapel Rd

one month ago

I dont understand that you are developing is west of 540 into oblivion, but you are not even suggesting more routes out by us at Jenks/Richardson Rds. Not even the door to door coverage area reaches west/ past Kelly Rd.

one month ago

Any interest in expanding to include Apex Nature Park area and Bella Casa.

one month ago

Beaver Creek (Target, Petsmart...) / Apex Crossing (Food Lion, Aldi..) areas need to be connected to downtown through greenways and bus routes.

one month ago

I think constant improvements to the existing GoApex Route 1 is important to increasing ridership and providing better overall service. I'm not sure about a new fixed route to the Veridea East Village area as the area is not developed yet, so probably not high priority. Lastly, I disagreed on a new fixed route between downtown and areas around Lufkin Road because I do not think covers very important areas compared to other areas of Apex.

one month ago

My family (including our adult daughter with disabilities who can not drive) us thrilled to see the route 2!! Hope that route comes to fruition, and there is a bus stop at Apex BBQ and Townside Dr at the Scotts Mill entrance by Saint Mary Magdalene. It looks like this might even go by Eva Perry (?). Yes!! Bus stop at Eva Perry please!!

one month ago

Thank you for your time and energy spent researching these projects. Our "small town" is growing so fast, and hopefully the additional bus services will help alleviate some of the traffic near downtown, the community center, Costco.

one month ago

Increased service is a wonderful way to experiment if ridership will increase when bus frequency increases.

I am most excited about bus access to Eva Perry library and the Pine Plaza area. Pedestrian crossing of US-64 is pretty treacherous.

one month ago

How about a possible route for the library in Apex ?

one month ago

Previous comment is relative to the Ten-Ten Road route.

one month ago

I think that a route connecting Sweetwater and Downtown Apex, even if double the length, may have more than double the ridership.

one month ago

Would like to see service to Apex Friendship School campus.

one month ago

None of these routes take into consideration the Alex Peakway extensions. Would routes change in the future Peakway is a full circle?

one month ago

Prioritize the order of the proposed fixed route service recommendations. They are currently listed in the staff-recommended priority order.

89%	1. Implement GoApex Route 1 expansion/improvements already recommended for funding in FY25 and FY26: Sunday service, Increased frequency Monday-Saturday, Continuing bus stop improvements	Rank: 1.59	17 ✓
84%	2. Implement a new fixed route between Pine Plaza (Costco area) and Pleasant Park.	Rank: 2.19	16 ✓
79%	3. Revise existing GoApex Route 1 to provide better access to downtown, Walmart and Chapel Ridge Rd (each change could be implemented independently)	Rank: 3.00	15 ✓
16%	Other	Rank: 3.00	3 ✓
79%	4. Implement a new fixed route between downtown and the Veridea East Village area, timed with the Western Wake Tech campus opening and mixed-use center development.	Rank: 4.07	15 ✓
79%	5. Implement a new fixed route between downtown, the multi-family apartments on Ten Ten Road, and industrial area on Lufkin Road.	Rank: 4.07	15 ✓

19 Respondents

Do you agree with the inclusion of the recommendations in Set 2: Other Recommendations (non-fixed route service, capital projects, and planning projects)?

1. Continue to support federally-required GoApex Door to Door complementary ADA service, and expand required service area as fixed-route service expands.	71% Agree	18% Somewhat Agree	6% Disagree	6% Not Sure
2. Explore options to serve seniors and those with disabilities outside the federally-required GoApex Door to Door Service Area.	57% Agree	25% Somewhat Agree	14% Disagree	4% Not Sure
3. Support Phase 1 of the proposed downtown Mobility Hub, which would provide a bus transfer area in downtown (see link to Mobility Hub study in the Resources tab on the project webpage).	64% Agree	16% Somewhat Agree	14% Disagree	6% Not Sure
4. Evaluate land use policies for transit-supportive development as part of Peak Plan 2055 - the Town's comprehensive plan update beginning in 2025.	72% Agree	12% Somewhat Agree	8% Disagree	8% Not Sure
5. Investigate Transit Signal Prioritization, which would allow buses to travel more efficiently.	52% Agree	36% Somewhat Agree	8% Disagree	4% Not Sure
6. Explore options to serve others (those who are not seniors or individuals with disabilities) outside the general fixed-route service area.	36% Agree	28% Somewhat Agree	22% Disagree	14% Not Sure
7. Continue to support improved pedestrian and bicycle connections to transit.	82% Agree	16% Somewhat Agree	2% Disagree	- Not Sure

51 responses

Please use the space below to add any details about your response to the question above about recommendations in Set 2: Other Recommendations (non-fixed route service, capital projects, and planning projects).

You should review where all of the funding for town development is going. I know that's broad, but if you look at it, it seems like a lot of being diverted to southeast apex around Bella casa. Other than affordable housing projects. Or to Abbingdon (why, for example, were they one of the first to get repaved? No one drives there?). Why don't old neighborhoods around downtown get any focus? It seems like parks, greenway connections, bus routes, etc. all get put over there. And what we get near downtown is a repaved parking lot (instead of a park), a parking sensor app (so people in southeast apex can park easier there when they leave their oasis), a "streetscaped" new downtown in a couple years, a delayed tunstall house renovation (which may be dedicated only to seniors), etc. literally southeast apex is 10 minutes away by vehicle from downtown but everyone in neighborhoods near downtown still have to drive, but we get no bus stops. And they turn apex downtown into a social district with no place for kids to go, in a family town. They could have built a park near downtown but they didn't, they wanted to keep that in southeast apex. It's just exhausting watching the diversion to southeast apex. Please try to plan bus routes, if you do them, to include stops in neighborhoods like Waterford green, seagroves farm, Beckett crossing, dogwood ridge, and haddon hall. Also please ensure the bus actually stops at parks - not just so the person has to walk another 20 minutes to the entrance.

4 days ago

Stretching resources too thin may impact resources for the greatest number of riders. The reasonable person test is a necessity here in my opinion.

5 days ago

Sidewalk connectivity and safety measures are continued issues for pedestrian access to bus service.

5 days ago

see comment 1

11 days ago

I would like to see Transit Signals as a a tip-top priority. With the traffic on our roads if the bus is crawling along with everyone else it will make the service less attractive to use. If folks can get around a bit quicker than their cars when doing in town stuff I believe they would more likely adopt "mini" mass transit lifestyle.

11 days ago

I am not sure of priorities in this set since I do not have data or information on usage of buses by seniors and disabled people in Apex. If ridership is low for that category, we are better off spending \$\$ where we can get use out of it. I would absolutely love dedicated lanes for buses and better land use policies to have a transit forward community.

16 days ago

is there data to support the recommendations? Is there demand for what's being recommended?

23 days ago

Need a way to get to airport and come back. Given RDU is growing fast, more people are using the airport, and this trend will continue. Time to at least think about it. I'm sure the bus won't be running empty most of the time.

25 days ago

Every senior or person with disabilities should have access to the door-to-door service regard less of their location.

26 days ago

Make pedestrian and bike access go all the way from Downtown Apex to the American Tobacco Trail entrance on Olive Chapel Rd. There is one tiny section on Olive Chapel Rd that doesnt have sidewalk/bike coverage. If you all could fix that so people could actually take Olive Chapel Rd with their bikes the whole way between DT and the ATT, it would be amazing!

one month ago

Improving safety of pedestrian travel to the bus stops should be a priority. A lot of people are not using crosswalk which poses a serious risk. Please consider more lights and/or crosswalk for pedestrians.

one month ago

More park-and-ride options to take advantage of GoTriangle routes.

one month ago

Better connections to adjacent communities (i.e., bring people into Apex from Cary, Holly Springs, and Fuquay.

one month ago

For Door-to-Door service, I think disabled and frail elderly individuals who must have the support to reach medical appointments and basic amenities should always receive priority. But including seniors with minor medical limitations would be helpful. Note that I am eligible based on age for the Wake County Access program, which would have theoretically helped me reach a specialist medical appointment for minor outpatient surgery and related procedures. But I have never been successful in being one of the lucky first callers to Wake Access. Users can only attempt reservations at 7am on the morning before an appointment. Apparently, all slots fill up within about six minutes. This becomes a long-shot lottery where folks compete by ringing in repeatedly, trying to reach a human. The town could easily provide a better reservation-based option for seniors traveling outside the current bus service.

Crosswalk Signal Prioritization also needs to be optimized for pedestrians. Catching a bus on time can be hampered by long waits to cross a major street. I often get stuck at Salem & Hunter, then somethings further delayed by a passing train, when racing for the once-an-hour GoTriangle 305.

Bus route schedules need to be easier to find. There should be plexiglass holders inside the Route One bus with printed schedules for all three buses that currently travel through Apex. Bus schedules should be available at the Halle, the Senior Center, the Library, and Town Hall.

Given weather extremes, we really need covered benches. I have waited in torrential rain and miserable heat because an appointment could not be cancelled without a penalty fee. I have also delayed errands because the thunderstorm or heat warning was at a dangerour level. Thank you for making the buses "blissfully airconditioned" inside.

I saw an obscure reference that the proposed multi-modal transit hub would not have a restroom. That is cruel. Any regular bus rider knows that finding a bathroom before hopping from long bus route to the next long bus route can become an emergency. Maybe there is some technical solution where regular bus riders can register for a free pass that electronically unlocks the restroom. Or I would gladly pay a quarter for coin-operated access when a bathroom is urgently needed. As a senior post-menopausal female who had a hysterectomy to treat uterine cancer -- anticipating bathroom access impacts me every single day. Please, please, please. Restrooms for bus riders is actually my most crucial comment, even more important than my desire to reach the library!

one month ago

I agree

one month ago

Yes to providing more access to seniors outside of fixed route service area

one month ago

See set #1 above

one month ago

I think that continued support of the Door to Door service is important for people who need a special transportation service to get where they need to go. The Apex Mobility Hub is great for making transportation very central right next to downtown Apex. I wasn't totally sure about #4 and I do not know much about Peak Plan 2055. Keeping bus services efficient is important for increasing ridership. There is still a lack of plans for western Apex, Olive Chapel Road, and Sweetwater Town Center areas so I support #6. Having more ways to get around Town is great.

one month ago

Anything that expands or improves the bus system in Apex we are for. We rarely use the bus as is because there are no stops near us in Cameron Park. Our daughter will someday possibly use the door to door, but any expansion to that service would be great

one month ago

Phasing service outside the federally required area seems like a better way to explore this need.

I don't understand the Transit Signal Prioritization. If that means dynamically controlling traffic lights in the presence of buses, I guess that is ok. Definitely don't want it to be prioritized to the point that it annoys too many drivers causing some loss of support for public transit.

More important than connections for pedestrians and cyclists to me is safety when moving through the downtown area. Not sure if that's the focus of this survey, but I would want to avoid funding connection improvements that people avoid for safety concerns. Meeting regulations is not the same as individuals safety "feelings".

one month ago

What, if any crossing improvements are planned for the widening of 55, especially at Salem St?

one month ago

Overall, do you think these study recommendations (both sets) capture the highest-priority local transit needs in Apex over the next 0-5 years? Why or why not?

No. You are clearly favoring some neighborhoods over others. You need to review your map to make sure it is not unfair and isn't serving areas where town leadership lives unfairly. If you want to service affordable housing areas or seniors, prove it - show us why your proposed routes serve the most from that population possible. I doubt your options do. I bet it aligns with southeast apex diversion.

4 days ago

Somewhat agree. I would live to see the neighborhoods attached to the Peakway as well as inside the Peakway have access to public transit.

5 days ago

no I do not, this is a tremendous waste of taxpayer money and should be eliminated

11 days ago

Yes, the sets address but are not the end all. The city needs manage transportation options that reflect the changing needs of the residents to ensure a healthy population and economy.

11 days ago

Yes, I think the plan presented is well thought out for the near future. If all goes well with the plan getting around town to do in-outs by bus would be a very viable and useful option for the resident.

11 days ago

Yes. Some of the needs we have been vocalising are well captured in these options but its a very dense survey and I am afraid its discouraging people from commenting. I wish this was split into 2 surveys for sets 1 and 2 at different times through the year.

16 days ago

no. also need to include other more viable/sustainable options like Wilson NC on-demand micro transit service

23 days ago

Yes. Provides expanded access to downtown

25 days ago

Builders are building fast, road will change, population will increase. Watch out the study will be out of date soon.

25 days ago

Yes because they keep up with ongoing development in Apex.

26 days ago

Yes. Expanding the access to shops and public spaces, whether by bus or by door-to-door service should be a priority.

26 days ago

Yes. I think these recommendations would greatly increase the ability of Apex residents to use the local transit

26 days ago

yes

26 days ago

No, town money should only be spent on improving sidewalks

26 days ago

Yes and No. I think you are leaving out other transit ideas that might be appreciated (like motorized scooters) and better sidewalks/trail access between destinations. I would love to take the trails between more destinations.

one month ago

While public transport is wonderful and should be the norm, keep in mind that many people will not use it. Please ensure some part of the budget is used to provide improvements to pedestrian, bike, and personal vehicle travel.

Thank you!

one month ago

No, the buses are not being used because we have sprawl. With the exception of downtown the stores, businesses and medical facilities a spread far apart.

one month ago

Yes, if they all get funded

one month ago

YES! Excellent and thoughtful work by all involved.

one month ago

Yes, town leaders have done a good job planning for transit needs. I think more effort should be made to distinguish the feedback from "riders" who depend on the bus everyday and from "non-riders" who might not consider the bus important. I have seen residents comment on social media that the Route One bus always appears to be empty -- that is not true!

When I am waiting on Hunter Street for the bus, neighbors sometimes ask why I am just standing there without my dogs. Locals who walk their own dogs down that street everyday do not even notice that the bus stop exists. Many residents are unaware that the bus route is free and that useful destinations can be reached. More marketing is needed on bus convenience once the frequency improves.

I assume that transit staff are paying attention to and advocating for proposed regional bus changes that would help Apex residents reach Raleigh and Cary more efficiently. I ride the express bus periodically (hours are too limited) and the 305 bus regularly. For an older population, specialist medical appointments are the best example of traveling by bus for essential services that do not exist in Apex. There are times that I would like to reach Holly Springs and Fuquay-Varina by bus as well.

one month ago

Yes - there's a good mix of improvements to existing options, development of new options that coincide with expansions in the town, and consideration for those whose mobility is more limited.

one month ago

Yes

one month ago

Good to progress our Apex area.

one month ago

No, doesn't go far enough to service us out here west of 540

one month ago

currently Apex greenways are not connected together, Connect the greenways together.

one month ago

Yes, I believe that many of the plans capture the needs of local transit around Apex.

one month ago

Yes . Focusing on a new route with stops along Apex BBQ would allow Scotts Mill, Cameron Park, Dogwood Ridge, Depot 499 residents, and all other residents down Apex BBQ to get to parks, shops, restaurants, medical buildings etc. Love it! Need it! And we'd finally be able to frequently use it!

one month ago

Yes. We have seen so much growth and expansion here in Apex since moving here in 1985! Supporting public transportation in and around Apex Amy help to alleviate some of the congestion, as well as provide safe transportation for Seniors and those with disabilities. Thank you for your hard work.

one month ago

I think so. It seems service frequency and service area are expanding and that seems positive to me.

The Veridea connection seems important especially in parallel with the siting of the Wake Tech facility.

one month ago

I would like to see service between downtown and the Apex Friendship school campus.

one month ago

Do you have any other comments or questions to share about these draft recommendations?

I discovered that my homebase bus stop on Hunter Street will be eliminated as part of the route changes. For me personally, that change counterbalances any planned improvements. There needs to be ample warning posted at the bus stop and inside the bus, giving riders a chance to protest the stop elimination, before that stop gets removed. The Town of Cary and GoTriangle give very prominent warning about proposed modifications that will disrupt the life logistics for specific riders. This information is buried on a tiny-scale planning map. Removing stops must not be done casually.

15 hours ago

Thanks for doing them. But recommend more diligence to prove out the needs and not being unfair.

4 days ago

I wanted to throw this out there if its possible to consider using existing CSX infrastructure for connectivity with existing passenger rails that go through Durham and Cary. Or can we start a test rail between Durham, Cary, Apex and Raleigh using CSX infrastructure.

16 days ago

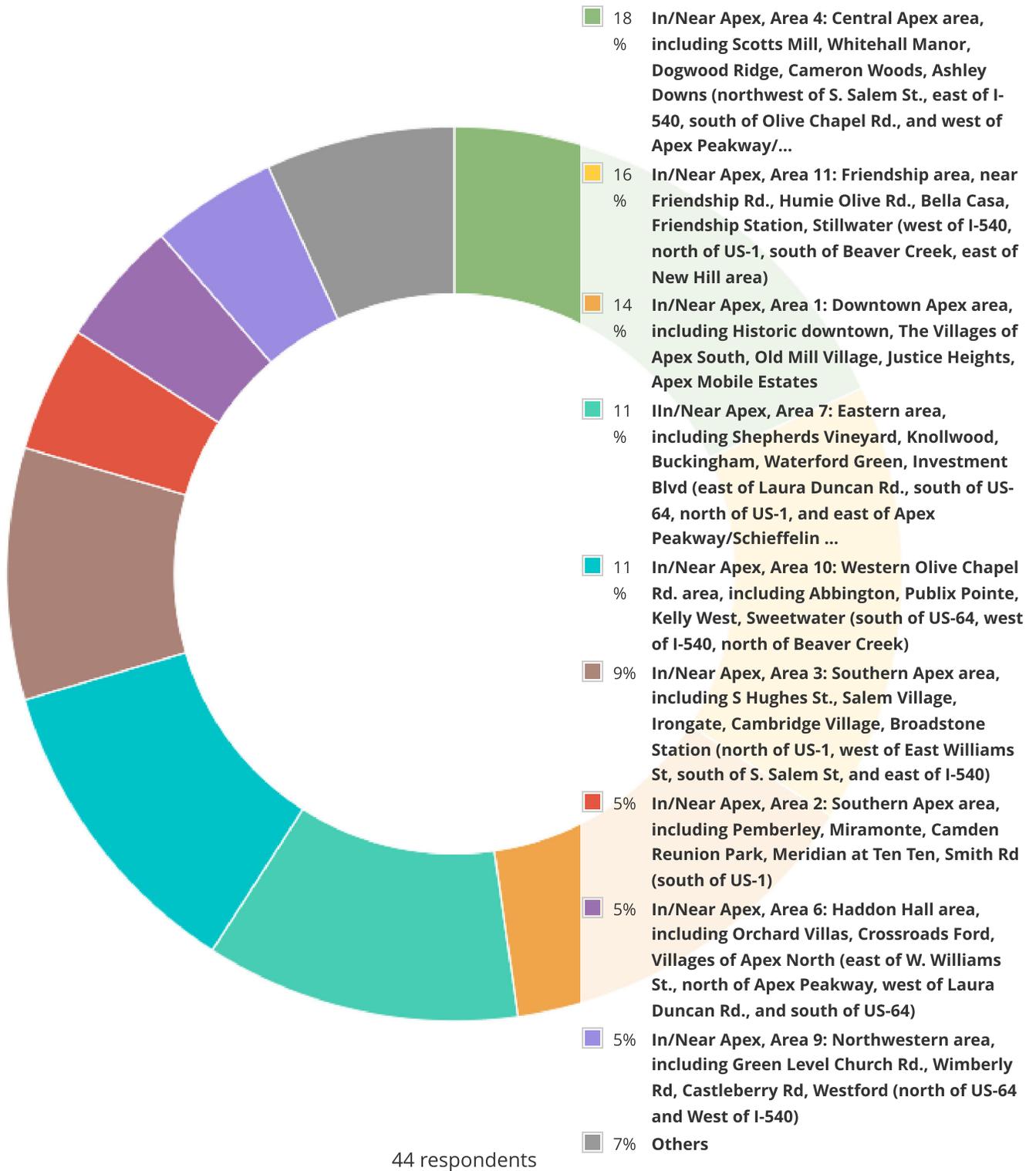
also need to include other more viable/sustainable options like Wilson NC on-demand micro transit service

23 days ago

Wish to have some access to places beyond Apex. Would be nice to have a shuttle to go between RDU <=> Apex

25 days ago

Which area best describes where you live? Select one option below. Click to enlarge the map.

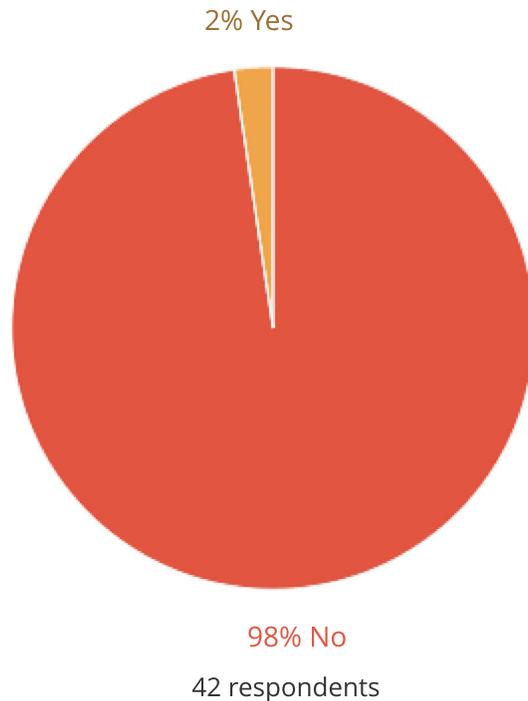


What option best describes your racial identity? Select all that apply.

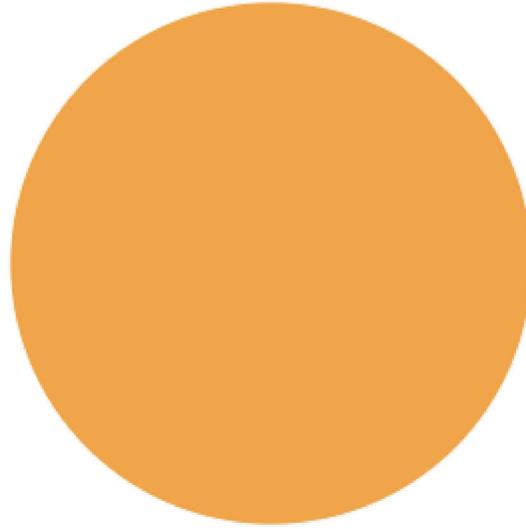
86%	White or Caucasian	37 ✓
5%	Black, African, or African-American	2 ✓
5%	Asian (other than South Asian)	2 ✓
5%	Other	2 ✓
2%	South Asian	1 ✓
0%	Native American, American Indian, or Alaska Native	0 ✓
0%	Native Hawaiian or Pacific Islander	0 ✓

43 Respondents

Do you consider yourself of Hispanic origin?



Do you speak English very well?

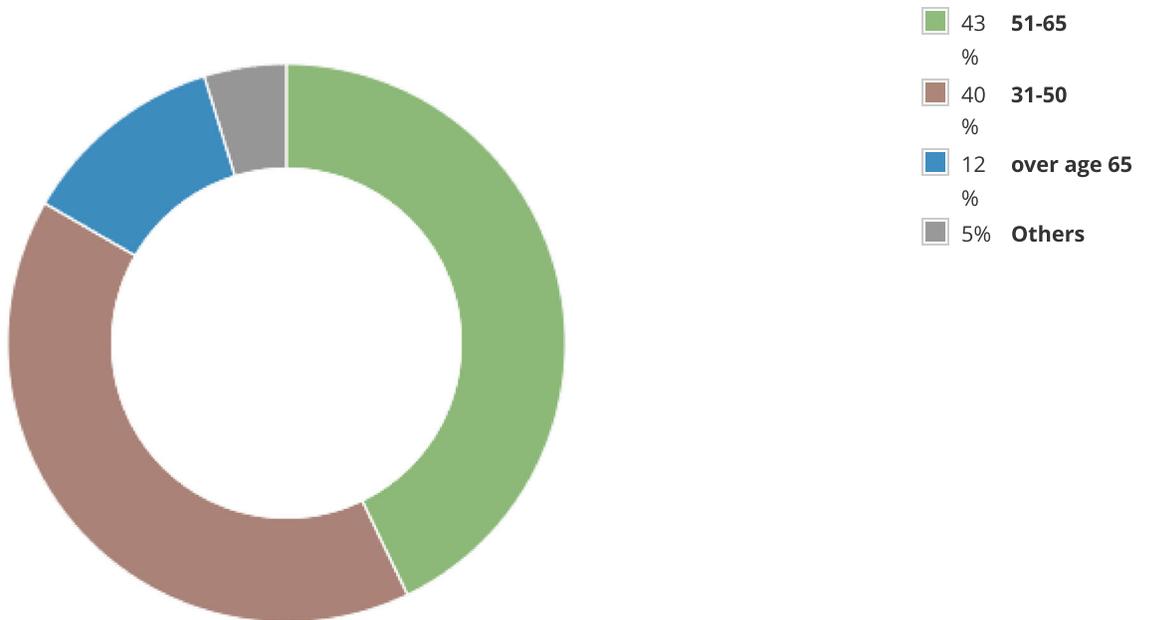


100% Yes
43 respondents

If you don't speak English very well, what language do you prefer to speak?

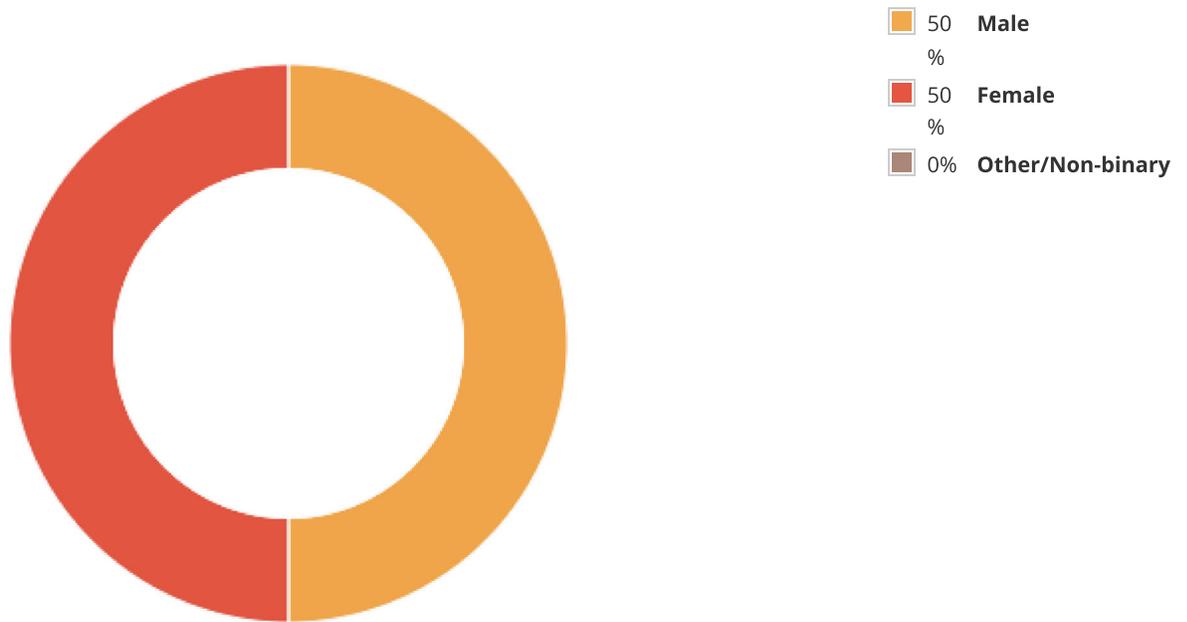
Greek
one month ago

What range best fits your age?



42 respondents

What option best represents your gender identity?



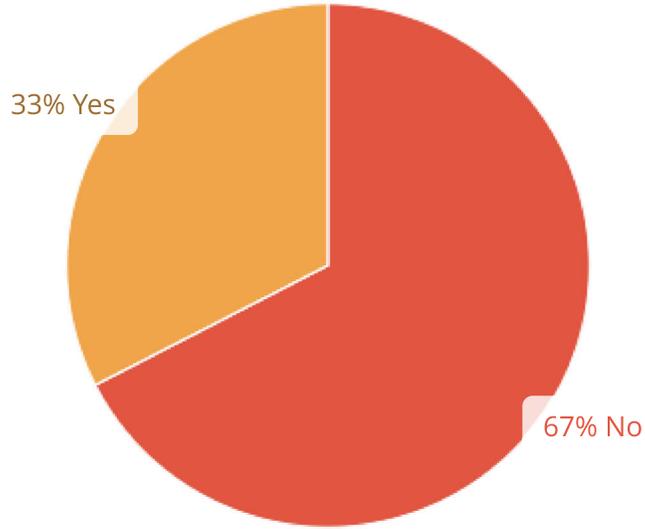
42 respondents

What range best describes your **household** income?



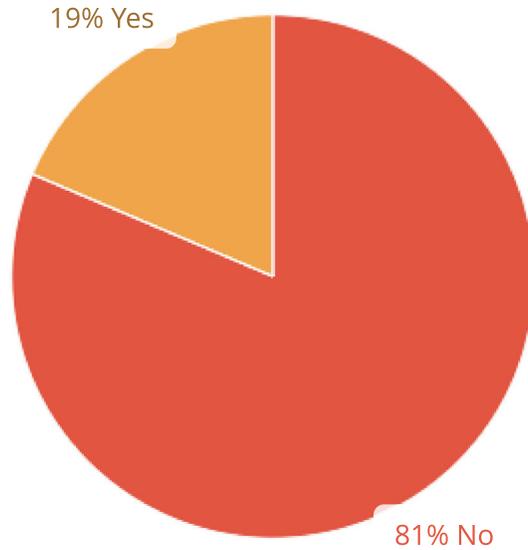
42 respondents

Are there children age 12-18 in your household?



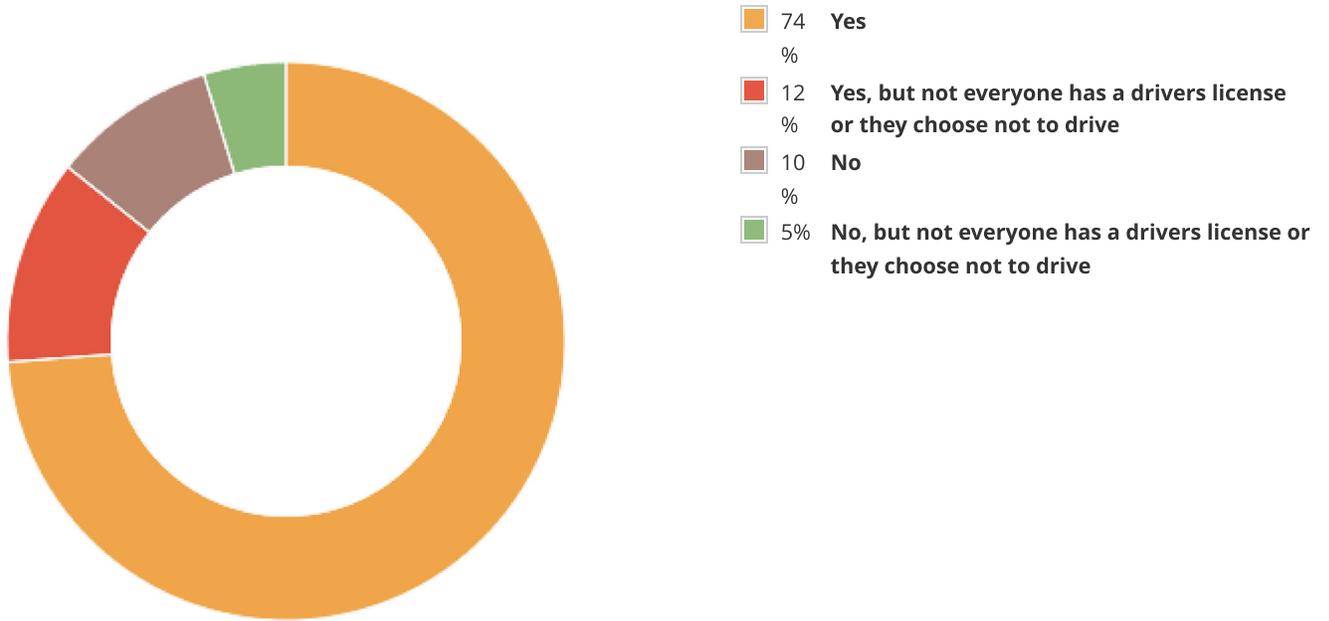
43 respondents

Does anyone in your household age 16 or older have a disability that prevents them from driving alone at any point?



43 respondents

Does everyone in your household age 16 or older, generally have a vehicle available to use when needed?



42 respondents

Do you agree with the Draft Recommendations for Fixed Route Service Improvement/Expansion for the Apex Transit Prioritization Study?

No data to display...

Do you agree with the Draft Recommendations for Fixed Route Service Improvement/Expansion for the Apex Transit Prioritization Study?

No data to display...

Do you agree with the Draft Recommendations for Other Projects for the Apex Transit Prioritization Study?

No data to display...

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