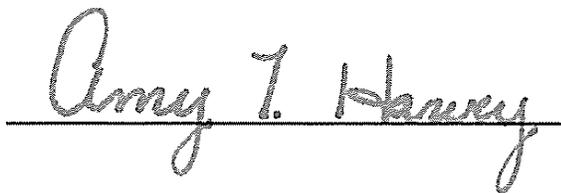


I, Amy T. Harvey, Deputy Town Clerk of the Town of Chapel Hill, North Carolina, hereby certify that the attached is a true and correct copy of (2019-06-12/R-3) adopted by the Chapel Hill Town Council on June 12, 2019.

This the 13th day of June, 2019.

A handwritten signature in cursive script that reads "Amy T. Harvey". The signature is written in black ink and is positioned above a solid horizontal line.

**Amy T. Harvey
Deputy Town Clerk**



A RESOLUTION TO APPROVE CHAPEL HILL TRANSIT'S TITLE VI PROGRAM (2019-06-12/R-3)

WHEREAS, the Town of Chapel Hill has adopted a non-discrimination policy that states: No person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs, activities, or any services for which Chapel Hill Transit receives Federal financial assistance; and

WHEREAS, the Town is required to submit an update of the Title VI program to the Federal Transit Administration every three years; and

WHEREAS, the Council has reviewed the 2019 update to Chapel Hill Transit's Title VI program.

NOW, THEREFORE, BE IT RESOLVED by the Council of the Town of Chapel Hill that the Council approves of Chapel Hill Transit's Title VI Update for 2019.

BE IT FURTHER RESOLVED that the Town Council authorizes Town staff to submit the Title VI Update to the Federal Transit Administration.

This the 12th day of June, 2019.

Chapel Hill Transit

Title VI Program Plan



Date Adopted
05/31/2019

RECIPIENT INFORMATION

RECIPIENT: Town of Chapel Hill – Chapel Hill Transit (1110)

This submission is an UPDATE and conforms to FTA Circular 4702.1B

SUBMITTAL DATE: 5/31/2019

EXPIRATION YEAR: 2022

PLAN REVIEW AND APPROVAL

On behalf of the Town of Chapel Hill Town Council for Chapel Hill Transit, I hereby acknowledge receipt of the Title VI Nondiscrimination Plan. We, the Council, have *reviewed and hereby approve* this Plan. We are committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end the no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Chapel Hill Transit transportation services and activities on the basis of race, color, national origin, sex, age, religion, or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.

Signature of Mayor

DATE

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1.0 INTRODUCTION

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d provides that: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The broader application of nondiscrimination law is found in other statutes, executive orders, and regulations, which provide additional protections based on age, sex, religion, and disability, including the 1987 Civil Rights Restoration Act, which extended nondiscrimination coverage to all programs and activities of federal-aid recipients, subrecipients, and contractors, including those that are not federally-funded (see [Appendix A – Applicable Nondiscrimination Authorities](#)).

The Town of Chapel Hill is a recipient of Federal financial assistance from the United States Department of Transportation (USDOT), receiving Federal Transit Administration (FTA) funds. As the direct recipient of USDOT funds (and any other Federal funds which might become available), the Town’s comprehensive Title VI Nondiscrimination Program serves a complete guide for all Town employees with regard to their responsibilities under Title VI of the 1964 Civil Rights Act.

The Town of Chapel Hill establishes this Title VI Nondiscrimination Plan for the purpose of complying with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, and related requirements outlined under Group 01.D, “Nondiscrimination Assurance,” of the FTA Certifications and Assurances. This document details the nondiscrimination program, policies, and practices administered by this organization, and will be updated periodically to incorporate changes and additional responsibilities as they are made.

2.0 DESCRIPTION OF PROGRAMS AND SERVICES

2.1 PROGRAM(S) AND SERVICES ADMINISTERED

Chapel Hill Transit provides public transportation options to its customers within the Towns of Chapel Hill and Carrboro, North Carolina and on the campus of the University of North Carolina at Chapel Hill. Chapel Hill Transit provides fixed-route bus services (30 weekday & weekend routes) and EZ Rider (ADA) services. Chapel Hill Transit has a fleet of 117 vehicles (98 fixed-route and 19 demand response) – providing over 7 million annual rides and covering over 2.5 million miles. Chapel Hill Transit is a fare-free system for all customers.

Chapel Hill Transit consists of approximately: 108 Fixed-Route Operators, 5 Fixed-Route Program Support Staff, 1 Training Specialist, 7 Fixed-Route Specialists, 2 Assistant Fixed-Route Operations Managers, 1 Fixed Route Operations Manager, 14 Demand Response Operators, 3 Part Time Demand Response Operators, 2 Demand Response Program Staff, 3 Demand Response Supervisors, 1 Demand Response Manager, 15 Mechanics, 5 Service Attendants, 2 Service Technicians, 3 Maintenance Supervisors, 1 Assistant Maintenance Manager, 1 Maintenance Manager and approximately 14 Administrative Staff. **See organizational chart in Appendix B for breakdown.**

2.2 FUNDING SOURCES / TABLES

For the purpose of federally-assisted programs, "federal assistance" shall include:

1. grants and loans of Federal funds;
2. the grant or donation of Federal property and interest in property;

3. the detail of Federal personnel;
4. the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
5. any Federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.

The Town of Chapel Hill currently receives funding under the USDOT’s Capital investment Grants (5309), Enhanced Mobility of Seniors & individuals with Disabilities (5310), Congestion Mitigation and Air Quality Program (23 USC 149), Surface Transportation Block Grant Program (23 USC 133), Grants for Buses and Bus Facilities Formula Program (5339a), Grants for Bus and Bus Facilities Programs (5339b), Low or No Emission Vehicle Program (5339c), and Urbanized Area Grant Formula Funding Program (5307).

Chapel Hill Transit is principally advised by three separate committees/boards: The Chapel Hill Town Council, The Chapel Hill Transit Funding Partners Committee (Committee) and the Chapel Hill Transportation and Connectivity Advisory Board (Board). **See Appendix C for demographics and descriptions.**

Board or Committee Name	Appointed	Elected	# of Members
Town Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Chapel Hill Transit Funding Partners Committee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Chapel Hill Transportation and Connectivity Advisory Committee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

2.3 TITLE VI COORDINATOR

The individual below has been designated as the Title VI Coordinator for Chapel Hill Transit, and is empowered with sufficient authority and responsibility to implement the Title VI Nondiscrimination Program:

Brian Litchfield
 Director, Chapel Hill Transit
 6900 Millhouse Rd. Chapel Hill, NC 27516
 919-969-4900
 blitchfield@townofchapelhill.org

Key responsibilities of the Coordinator include:

- Maintaining knowledge of Title VI and related requirements.
- Administering the Title VI Nondiscrimination Program and coordinating implementation of this Plan.

- Making sure internal staff and officials are familiarized and complying with their Title VI nondiscrimination obligations.
- Disseminating Title VI information internally and to the general public, including in languages other than English.
- Presenting Title VI-related information to decision-making bodies for input and approval.
- Ensuring Title VI-related posters are prominently and publicly displayed.
- Developing a process to collect data related to race, national origin, sex, age, and disability to ensure minority, low-income, and other underserved groups are included and not discriminated against.
- Ensuring that non-elected boards and committees reflect the service area and minorities are represented.
- Implementing procedures for prompt processing (receiving, logging, investigating and/or forwarding) of discrimination complaints.
- Coordinating with, and providing information to, USDOT and other regulatory agencies during compliance reviews or complaint investigations.
- Promptly resolving areas of deficiency to ensure compliance with Title VI nondiscrimination requirements.

2.4 CHANGE OF TITLE VI COORDINATOR AND/OR HEAD OF DECISION-MAKING BODY'S TITLE OR "CAO"

If Title VI Coordinator or Mayor changes, this document and all other documents that name the Coordinator, will immediately be updated, and an updated policy statement and assurance will be signed by the new Mayor.

2.5 ORGANIZATIONAL CHART

An organizational chart showing the Title VI Coordinator's place within the organization is located in **Appendix X**.

2.6 SUBRECIPIENTS

Chapel Hill Transit does not have pass through funds to any other organizations and, therefore, does not have any subrecipients.

3.0 TITLE VI NONDISCRIMINATION POLICY STATEMENT

The Town of Chapel Hill, or “Recipient,” hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

- a. That the Recipient agrees that each “program” and each “facility”, as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
- b. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- c. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
- d. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- e. The Recipient shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.

- f. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

- g. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.¹

Signature

Pam Hemminger, Mayor

Date

I. Title VI and Related Authorities

Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) provides that, “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The 1987 Civil Rights Restoration Act (P.L. 100-259) clarified and restored the original intent of Title VI by expanding the definition of “programs and activities” to include all programs and activities of federal-aid recipients (such as, Town of Chapel Hill), subrecipients, and contractors, whether such programs and activities are federally-assisted or not.

Related nondiscrimination authorities include, but are not limited to: U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act”; 49 U.S.C. 5332, “Nondiscrimination (Public Transportation)”; FTA Circular 4702.1B - Title VI Requirements and Guidelines for Federal Transit Administration Recipients; DOT Order 5610.2a, “Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”; FTA C 4703.1 - Environmental Justice Policy Guidance For Federal Transit Administration Recipients; Policy Guidance Concerning (DOT) Recipient’s Responsibilities to Limited English Proficient (LEP) Persons, 74 FR 74087; The Americans with Disabilities Act of 1990, as amended, P.L. 101-336; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 790; Age Discrimination Act of 1975, as amended 42 U.S.C. 6101; Title IX of the Education Amendments of 1972, 20 U.S.C. 1681; Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601; Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794d;

4.0 NOTICE OF NONDISCRIMINATION

- The Town of Chapel Hill operates its programs and services without regard to **race, color, national origin, sex, religion, age, and disability** in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Town of Chapel Hill.
- For more information on Chapel Hill Transit's civil rights program, and the procedures to file a complaint, contact 919-969-4900; email blitchfield@townofchapelhill.org; or visit our administrative office at 6900 Millhouse Rd. Chapel Hill, NC 27516. For more information, visit www.chtransit.org.
- If information is needed in another language, contact 919-485-7433.
- A complainant may file a complaint directly with the Town of Chapel Hill or by filing with North Carolina Department of Transportation's Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Or US Department of Justice, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228

5.0 PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES

In compliance with 49 CFR Section 21.9(b), Chapel Hill Transit has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. Per The Town of Chapel Hill's Limited English Proficiency (LEP) Plan, **APPENDIX B**, these procedures are made available in both English and Spanish. The Discrimination Complaint Form is consistent with the Nondiscrimination Assurance in Group 01.D of the FTA Certifications & Assurances.

PUBLIC NOTICE OF RIGHTS

It is the Town's policy that no person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which Chapel Hill Transit receives Federal financial assistance. Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Chapel Hill Transit. Any such complaint must be in writing or in person with Chapel Hill Transit Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence, or 180 days from when the date when the individual became aware of the alleged occurrence, or where there has been a continuing course of conduct, 180 days from the date on which that conduct was discontinued or the latest instance of the conduct.

Title VI Discrimination Complaint forms may be obtained from Chapel Hill Transit administrative offices at no cost by calling 919-969-4900, or via internet at <http://www.townofchapelhill.org>. Electronic complaints will not be accepted. Anyone who requires assistance to complete the complaint form should contact the Title VI Coordinator at (919)969-4900. Complaints shall be in writing and signed by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Chapel Hill Transit and an external entity simultaneously, the external complaint shall supersede the Chapel Hill Transit complaint and Chapel Hill Transit's complaint procedures will be suspended pending the external entity's findings.

INVESTIGATIONS

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). Chapel Hill Transit's Director will serve as the Title VI Coordinator.

The investigation will address complaints against any Chapel Hill Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Chapel Hill Transit will track all Title VI complaints in consultation with the Town's Legal Department.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Town Manager. The complainant will receive a letter stating the final decision of Chapel Hill Transit.

The complainant shall be notified of his/her right to appeal the decision to the Chapel Hill Town Manager and Town Council. Appeals may be made to the NC Department of Transportation (Office of Civil Rights, Title VI Section, 1511 Mail Service Center, Raleigh, NC 27699) or the Federal Transit Administration.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:
Transit Director
Title VI Coordinator
Chapel Hill Transit
6900 Millhouse Road
Chapel Hill, NC 27516

The Title VI Complaint form may also be sent to:

Title VI Program Coordinator
FTA Office of Civil Rights
East Building, 5th Floor
TCR, 1200 New Jersey Ave S.E.
Washington, D.C. 20509

AVISO PÚBLICO DE LOS DERECHOS

Es la política del Departamento de que ninguna persona, por motivos de raza, color, origen nacional, discapacidad, orientación sexual, identidad de género o expresión de género excluido de la participación en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación bajo cualquier programa, actividad o servicio para el que Chapel Hill Tránsito recibe asistencia financiera federal. Cualquier persona que cree que ha sido maltratado por una práctica discriminatoria ilegal bajo el Título VI tiene el derecho de presentar una queja formal ante Chapel Hill Tránsito. Cualquier queja debe ser por escrito o en persona con Chapel Hill Tránsito Coordinador del Título VI dentro de los ciento ochenta (180) días siguientes a la fecha de la supuesta ocurrencia discriminación. Los formularios de quejas de discriminación del Título VI se pueden obtener en Chapel Hill oficinas administrativas de tránsito sin costo llamando al 919-969-4900, o vía Internet en <http://www.townofchapelhill.org>. No se aceptarán reclamaciones electrónicas. Cualquier persona que requiere ayuda para completar el formulario de reclamación debe comunicarse con el Coordinador del Título VI al (919) 969-4900.

Usted también tiene el derecho de presentar una queja ante una entidad externa, como el Departamento de Transporte (DOT), una agencia federal o estatal, o de un tribunal federal o estatal. En caso de presentarse una queja con la Chapel Hill Tránsito y una entidad externa al mismo tiempo, la demanda externa prevalecerá la queja Chapel Hill Tránsito y los procedimientos de queja será suspendido en espera de los resultados de la entidad externo.

INVESTIGACIONES

Dentro de los 10 días hábiles siguientes a la recepción de la queja formal, el Coordinador del Título VI notificará al demandante y comenzar una investigación (a menos que la queja sea presentada ante una entidad externa primero o al mismo tiempo). Directora de CHT será el Coordinador del Título VI.

La investigación se ocupará de las quejas en contra de cualquier departamento CHT (s). La investigación se

llevará a cabo en conjunción con y bajo el asesoramiento de la Unidad Civil de la Administración Federal de Tránsito de Derechos.

La investigación puede incluir la discusión (s) de la queja con todas las partes afectadas para determinar el problema. El demandante puede ser representado por un abogado u otro representante de su / su elección y mis testigos y testimonios aportan evidencia presente y en el curso de la investigación.

La investigación se llevará a cabo y completado dentro de los 60 días siguientes a la recepción de la queja formal. CHT realizará el seguimiento de todas las quejas del Título VI, en consulta con el Departamento Legal del Pueblo.

Sobre la base de toda la información recibida, un informe de la investigación será escrito por el Coordinador del Título VI para su sometimiento a la Gerente Town. El autor recibirá una carta en la que la decisión final de CHT.

El demandante deberá ser notificado de su su / derecho de apelar la decisión de la Chapel Hill Town Manger y Ayuntamiento. Será susceptible de recurso ante el Departamento de Transporte de Carolina del Norte (Oficina de Derechos Civiles, Sección Título VI, 1511 Mail Service Center, Raleigh, NC 27699) o la Administración de Tránsito Federal.

Los métodos para la presentación de una queja

El método preferido es el de presentar su queja por escrito utilizando el Formulario de Queja Título VI, y enviarlo a:

Director de Tránsito
Coordinador del Título VI
Chapel Hill Tránsito
6900 Millhouse carretera
Chapel Hill, NC 27516

El formulario de queja del Título VI también se pueden enviar a:

Título VI Coordinador del Programa
FTA Oficina de Derechos Civiles
East Building, 5th Floor
TCR, 1200 New Jersey Ave. S. E.
Washington, D.C. 20509

DISCRIMINATION COMPLAINT FORM

Any person who believes that he/she has been subjected to discrimination based upon race, color, religion, sex, age, national origin, or disability may file a written complaint with Town of Chapel Hill, within 180 days after the discrimination occurred.			
Last Name:	First Name:	<input type="checkbox"/> Male <input type="checkbox"/> Female	
Mailing Address:	City	State	Zip
Home Telephone:	Work Telephone:	E-mail Address	
Identify the Category of Discrimination: <input type="checkbox"/> RACE <input type="checkbox"/> COLOR <input type="checkbox"/> NATIONAL ORIGIN <input type="checkbox"/> AGE <input type="checkbox"/> RELIGION <input type="checkbox"/> DISABILITY <input type="checkbox"/> SEX			
<i>*NOTE: Title VI bases are race, color, national origin. All other bases are found in the "Nondiscrimination Assurance" of the FTA Certifications & Assurances.</i>			
Identify the Race of the Complainant <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian <input type="checkbox"/> Alaskan Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Other _____			
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.			
Names of individuals responsible for the discriminatory action(s):			
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary).			
The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.			
Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).			
<u>Name</u>	<u>Address</u>	<u>Telephone</u>	
1. _____			
2. _____			
3. _____			
4. _____			

DISCRIMINATION COMPLAINT FORM

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

NC Department of Transportation _____
 Federal Transit Administration _____
 Federal Highway Administration _____
 US Department of Transportation _____
 Federal or State Court _____
 Other _____

Have you discussed the complaint with any Town of Chapel Hill or Chapel Hill Transit representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

****WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

_____ COMPLAINANT'S SIGNATURE	_____ DATE
---	----------------------

MAIL COMPLAINT FORM TO:

Title VI Coordinator
 Chapel Hill Transit
 6900 Millhouse Rd.
 Chapel Hill, NC 27516

The Title VI Coordinator will provide a response within 60 days.

FOR OFFICE USE ONLY

Date Complaint Received: _____

Processed by: _____

Case #: _____

Referred to: NCDOT FTA Date Referred: _____

INVESTIGATIVE GUIDANCE

- A. Scope of Investigation** – An investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.
- B. Developing an Investigative Plan** – It is recommended that the investigator prepares an Investigative Plan (IP) to define the issues and lay out the blueprint to complete the investigation. The IP should follow the outline below:
1. Complainant(s) Name and Address (Attorney name and address if applicable)
 2. Respondent(s) Name and Address (Attorney for the Respondent(s) name and address)
 3. Applicable Law(s)
 4. Basis/(es)
 5. Allegation(s)/Issue(s)
 6. Background
 7. Name of Persons to be interviewed
 - a. Questions for the complainant(s)
 - b. Questions for the respondent(s)
 - c. Questions for witness(es)
 8. Evidence to be obtained during the investigation
 - a. Issue – Complainant allege that there are only six African American contractors participating in the highway construction industry in the State and their contract awards are very small.
 - i. Documents needed: documents which show all DBE firms which currently have contracts and must include the following 1) name and race of DBE firm; 2) Date of initial certification into the DBE program; 3) type of business; 4) contracts awarded anytime during the period to the present; 5) dollar value of contract.
- C. Request for Information** – The investigator should gather data and information pertinent to the issues raised in the complaint.
- D. Interviews** – Interviews should be conducted with the complainant, respondent, and appropriate witnesses during the investigative process. Interviews are conducted to gain a better understanding of the situation outlined in the complaint of discrimination. The main objective during the interview is to obtain information that will either support or refute the allegations.
- E. Developing an Investigative Report** – The investigator should prepare an investigative report setting forth all relevant facts obtained during the investigation. The report should include a finding for each issue. A sample investigative report is provided below.

Investigative Report

I. COMPLAINANT(S) NAME (or attorney for the complainant(s) – name and address if applicable)
Name, Address, Phone: 999-999-9999

II. RESPONDENT(S) (or attorney for the respondent(s) – name and address if applicable)
Name, Address, Phone: 999-999-9999

III. APPLICABLE LAW/REGULATION
[For example, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d); 49 CFR §21.11; 49 CFR §26.53)]

IV. COMPLAINT BASIS/(ES)
[For example, Race, Color, National Origin, Religion, Sex, Age, Disability)]

V. ISSUES/ALLEGATIONS
[Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct, (e.g., race, color, religion, sex, national origin, age, or disability) and the specific statutory or regulatory provision the allegation would violate, if proven to be true.
Examples:
Issue #1 – Complainant alleges that transit system failed to inform minority communities of rate increases.
Issue #2 – Complainant alleges that transit system has not sufficiently publicized or held public meetings to share information regarding fare increases and route changes that impacts low-income and minority citizens.]

VI. BACKGROUND
[Provide detailed information regarding the complaint, including a historical overview of the case, including any activities or actions taken prior to accepting the complaint for investigation.]

VII. INVESTIGATIVE PROCEDURE
[Describe in detail, methods used to conduct the investigation, such as document requests, interviews and site visits. Include witnesses' names and addresses, documents received and/or reviewed, emails sent and received.]

VIII. ISSUES / FINDINGS OF FACT
[Provide a detailed description of the investigator's analysis of each allegation, based on clear and factual findings. Include specific evidence used to support your findings.]

IX. CONCLUSION
[State whether discrimination did or did not occur. Conclusions must be evidence-based and defensible. Test conclusions by considering all possible rebuttal arguments from the respondent and complainant. Both respondent and the complainant should be given an opportunity to confirm or rebut the assertions of the other party and your findings, but all the evidence you've presented should speak for itself.]

X. RECOMMENDED ACTIONS
[Outline what should be done to remedy the findings or, if necessary, provide justice for the complainant.]

APPENDIX

[Include in the Appendix any supplemental materials that support your findings and conclusion.]

6.0 CONTRACT ADMINISTRATION

Town of Chapel Hill ensures all contractors will fulfill their contracts in a nondiscriminatory manner. While contractors are not required to prepare a Title VI Program, they must comply with the nondiscrimination requirements of the organization to which they are contracted. Chapel Hill Transit and its contractors will not discriminate in the selection and retention of contractors (at any level) or discriminate in employment practices in connection with any of our projects.

6.1 CONTRACT LANGUAGE

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “contractor”) agrees as follows

TITLE VI Compliance (Civil Rights and Equal Opportunity)

The TOWN OF CHAPEL HILL is an Equal Opportunity Employer. As such, CHAPEL HILL TRANSIT and the TOWN OF CHAPEL HILL agree to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, CHAPEL HILL TRANSIT and the TOWN OF CHAPEL HILL agree to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications. Under this requirement, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

A. Nondiscrimination. In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

B. Race, Color, Religion, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

C. Age. In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621- 634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, “Age Discrimination in Employment Act,” 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, “Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance,” 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

D. Disabilities. In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. §4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

6.2 NONDISCRIMINATION NOTICE TO PROSPECTIVE BIDDERS

The Town of Chapel Hill, in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities, and Title 49 Code of Federal Regulations, Parts 21 and 26, hereby notifies all bidders that it will affirmatively insure that in any contact entered into pursuant to this advertisement, minority and women business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

6.0 SERVICE AREA POPULATION CHARACTERISTICS

To ensure that Title VI reporting requirements are met, Chapel Hill Transit will collect and maintain population data on potential and actual beneficiaries of our programs and services. This section is intended as a compilation of relevant population characteristics from our overall service area. This data will provide context to the Title VI Nondiscrimination Program and be used to ensure nondiscrimination and improve public outreach initiatives and delivery of ongoing programs.

6.1 RACE AND ETHNICITY

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2010:

Race and Ethnicity – Chapel Hill	Number	Percent
Total Population	57,233	100
White	41,641	72.8
Black or African American	5,530	9.7
American Indian or Alaska Native	176	0.3
Asian	6,788	11.9
Native Hawaiian and Other Pacific Islander	14	0.0
Some other Race	1,536	2.7
Two or More Races	1,548	2.7
HISPANIC OR LATINO (of any race)	3,638	6.4
Mexican	1,566	2.7
Puerto Rican	332	0.6
Cuban	197	0.3
Other Hispanic or Latino	1,543	2.7

Race and Ethnicity - Carrboro	Number	Percent
Total Population	19,582	100
White	13,891	70.9
Black or African American	1,969	10.1
American Indian or Alaska Native	82	0.4
Asian	1,596	8.2
Native Hawaiian and Other Pacific Islander	8	0.0
Some other Race	1,471	7.5
Two or More Races	565	2.9
HISPANIC OR LATINO (of any race)	2,706	13.8
Mexican	1,799	9.2
Puerto Rican	96	0.5
Cuban	58	0.3
Other Hispanic or Latino	753	3.8

Race and Ethnicity – Total Service Area	Number	Percent
Total Population	76,815	100
White	55,532	72.3
Black or African American	7,499	9.8
American Indian or Alaska Native	258	0.3
Asian	8,384	10.9
Native Hawaiian and Other Pacific Islander	22	0.0
Some other Race	3,007	3.9
Two or More Races	2,113	2.7
HISPANIC OR LATINO (of any race)	6,344	8.3
Mexican	3,365	4.4
Puerto Rican	428	0.6
Cuban	255	0.3
Other Hispanic or Latino	2,296	3.0

6.2 HOUSEHOLD INCOME

The following table was completed using data from Census Table S1901, Income in the Past 12 Months (In 2017 Inflation-Adjusted Dollars) for the Chapel Hill-Carrboro School District. No data available for Townships:

Subject	Households	
	Estimate	Margin of Error +/-
Total	31,274	1,677
Less than \$10,000	6.9%	2.2
\$10,000 to \$14,999	3.7%	1.9
\$15,000 to \$24,999	6.9%	2.4
\$25,000 to \$34,999	7.3%	2.4
\$35,000 to \$49,999	12.5%	3.0
\$50,000 to \$74,999	15.6%	3.5
\$75,000 to \$99,999	9.6%	2.8
\$100,000 to \$149,999	12.5%	2.6
\$150,000 to \$199,999	8.6%	2.7
\$200,000 or more	16.3%	3.2
Median income (dollars)	\$69,667	\$6,223
Mean income (dollars)	\$116,386	\$14,385

6.3 LIMITED ENGLISH PROFICIENCY POPULATIONS

The following table was completed using data from Census Table S1602 Limited English Speaking Households 2013-2017 Estimates:

Subject	Chapel Hill town, North Carolina							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	19,960	+/-599	(X)	(X)	749	+/-190	3.8%	+/-0.9
Households speaking -								
Spanish	1,296	+/-225	6.5%	+/-1.1	235	+/-154	18.1%	+/-10.7
Other Indo-European languages	1,414	+/-258	7.1%	+/-1.2	27	+/-24	1.9%	+/-1.7
Asian and Pacific Island languages	1,798	+/-220	9.0%	+/-1.1	482	+/-103	26.8%	+/-5.3
Other languages	160	+/-94	0.8%	+/-0.5	5	+/-8	3.1%	+/-5

6.4 POPULATION LOCATIONS

Federal-aid recipients are required to know the characteristics and locations of populations they serve, particularly by race/ethnicity, poverty and limited English proficiency. This can be accomplished through maps that overlay boundaries and demographic features on specific communities. **See Maps in Appendix D.**

7.0 TITLE VI EQUITY ANALYSES (AND ENVIRONMENTAL JUSTICE ASSESSMENTS)

As required under FTA C 4702.1B and 4703.1, Title VI equity and environmental justice (EJ) analyses will be conducted whenever we plan to construct (or modify) a facility, such as a vehicle storage facility, maintenance

facility, operation center, etc. These studies will be conducted to see if the change could result in either a disparate impact based on race, color or national origin (Title VI) or a disproportionately high and adverse impact to minority and/or low-income populations (EJ). Thus, they will look at various alternatives before selecting a site for the facility. Project-specific demographic data will be collected on potentially affected communities and their involvement in associated decision-making activities will be documented. Specific studies will be made available to oversight agencies during compliance reviews or to evidence our due diligence should a complaint be filed in relation to the location and effect of a proposed facility. Project-related equity and EJ studies will remain on file indefinitely.

8.0 PUBLIC INVOLVEMENT

8.1 INTRODUCTION

Effective public involvement is a key element in addressing Title VI in decision-making. Recipients engaged in planning and other decision-making activities must have a documented public participation process that provides adequate notice of public participation activities, and early and continuous opportunities for public review and comment at key decision points. Underlying these efforts is our commitment to determining the most effective outreach methods for a given project or population.

This **Public Participation Plan** describes how Chapel Hill Transit will disseminate vital agency information and engage the public by seeking out and considering the needs and input of interested parties and those traditionally underserved by existing transportation systems, such as minority and limited English proficient persons, who may face challenges accessing programs and other services. General public involvement practices will include:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions, and other entities to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP persons could also include audio programming available on podcasts.

Related Policies: *Durham-Chapel Hill-Carrboro Metropolitan Planning Organization Public Involvement Policy* (adopted October 11, 2006) – This plan covers public involvement on MPO-related programs and projects, and will serve as the default public involvement policy for Chapel Hill Transit with regard to issues not specifically covered by this Public Participation Plan.

8.2 PUBLIC NOTIFICATION

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our program. Measures may include openly stating our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area.

8.3 DISSEMINATION OF INFORMATION

Information on Title VI and other programs will be crafted and disseminated to employees, contractors, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth our nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government offices, transit facilities, and libraries; having nondiscrimination language within contracts; including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings. At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at our office(s). Project-related information and our most current Title VI-related information will be maintained online.

8.4 MEETINGS AND OUTREACH

There is no one-size-fits-all approach to public involvement. A variety of comprehensive and targeted public participation methods will be used to facilitate meaningful public involvement. Methods for engaging stakeholders and target audiences, including traditionally underserved and excluded populations (i.e., minorities, youth, low-income, the disabled, etc.) will include the following:

Public Relations and Outreach

Public relations and outreach (PRO) strategies aim to conduct well-planned, inclusive and meaningful public participation events that foster good relations and mutual trust through shared decision-making with the communities we serve.

- We will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- We will utilize social media accounts and the Town's website to post notifications.
- Abstract objectives will be avoided in meeting announcements. Specific "attention-grabbing" reasons to attend will be used, such as "Help us figure out how to relieve congestion on [corridor name]" or "How much should it cost to ride the bus? Let us know on [date]."
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- We will do our best to form decision-making committees that look like and relate to the populations we serve.
- We will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

Public Meetings and Forums

"Public meeting" refers to any meeting open to the public, such as hearings, charrettes, open house and board meetings. For proposed fare changes and major service changes, Chapel Hill Transit will hold a public forum(s), scaled in duration and number based on the following factors: scope of the plan or project (neighborhood, community, regional), potential impact, and cost. At the public forum(s), any member of the public can provide comment on the proposed fare increase or service change(s). The forum(s) shall take place prior to the Public Transit Committee taking action on the proposal. The forum(s) will be held in an accessible

location and in close proximity to the route or area affected, or as close to the affected area as possible. Attendees of a forum who wish to speak must sign up in advance and will be given an appropriate amount of time based on the number of people wishing to speak to comment on the proposed change(s); this time will generally be limited to 3 minutes per person.

- Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
- Meeting materials will be available in a variety of predetermined formats to serve diverse audiences.
- An assortment of advertising means may be employed to inform the community of public meetings.
- Assistance to persons with disabilities or limited English proficiency will be provided, as required.

Small Group Meetings

A small group meeting is a targeted measure where a meeting is held with a specific group, usually at their request or consent. These are often closed meetings, as they will typically occur on private property at the owner's request.

- If it is determined that a targeted group has not been afforded adequate opportunities to participate, the group will be contacted to inquire about possible participation methods, including a group meeting with them individually.
- Unless unusual circumstances or safety concerns exist, hold the meeting at a location of the target group's choosing.
- Share facilitation duties or relinquish them to members of the target group.
- Small group discussion formats may be integrated into larger group public meetings and workshops. When this occurs, the smaller groups will be as diverse as the participants in the room.

Drop-In Session or Workshop

Transit staff may hold public workshops, or drop-in sessions, for the purpose of sharing information regarding proposed fare or service changes, and to collect feedback on the proposals. This type of session is more likely to occur in the planning stages of a proposed change. The selection of locations for drop-in sessions and workshops shall be determined in the same way as the location of public forums.

Community Surveying

- Opinion surveys will occasionally be used to obtain input from targeted groups or the general public on their transportation needs, the quality or costs of our services, and feedback on our public outreach efforts.
- Surveys may be conducted via telephone, door-to-door canvassing, at community fairs, by placing drop boxes in ideal locations, or with assistance from other local agencies like social services.
- Transit staff, or their representatives, may collect feedback on-board Chapel Hill Transit buses by either a formalized on-board survey instrument, or an informal information gathering program. Staff, or their representatives, may also collect feedback at key bus stops, or other public locations, where potentially affected customers are likely to congregate.

Other Methods

Members of the public may provide feedback on any matter and at any time using the following contacts:

E-mail: chtransit@townofchapelhill.org

Mailing address: Chapel Hill Transit
Attn: Customer Service

6900 Millhouse Rd
Chapel Hill, NC 2516
Telephone: (919) 969-4900, press '1'

8.5 DOCUMENTATION OF PUBLIC COMMENT AND RESPONSE

Chapel Hill Transit shall document public comments received during the course of public participation activities. When appropriate, staff shall prepare written responses to significant public comments and disseminate the responses as appropriate. Staff shall also document how it responded to public comments. Staff shall present a summary of public comments and responses to the Public Transit Committee, prior to their taking action on the proposed fare increase or service change.

8.6 SERVICE AND FARE EQUITY ANALYSIS

Chapel Hill Transit is responsible for monitoring the level and quality of services provided to minority populations within its service area on an annual basis, and additionally when proposing fare, or major service, changes. Chapel Hill Transit is responsible for ensuring that services are being provided equally, regardless of race, color, national origin or income, and that proposed fare or service changes do not have a disparate or disproportionate impact on the quality and level of services provided to minority or low income areas. Chapel Hill Transit is a fare-free system that ensures equitable service availability to all people who wish to use the service.

a. Methodology & Impact Identification

Chapel Hill Transit shall use the methodology described in Appendix E, Service Standards, to analyze service and fare equity, and to identify impacts of proposed fare increases or major service changes.

b. Actions to Minimize Impacts

Chapel Hill Transit shall make every effort to ensure that any proposed change(s) do not result in the inaccessibility of comparable transit service (comparable in level and quality of service) within ¼ mile of the service being proposed for reduction or elimination, so that the impacts of the proposed change are minimized to the extent possible.

8.7 PUBLIC NOTIFICATION FOR NON-MAJOR SERVICE CHANGES

Chapel Hill Transit will make every reasonable effort to notify members of the public about service changes that are not considered Major Service Changes. Using various means of communication, including but not limited to press releases, printed information posted at bus stops and/or inside buses, social media, and Chapel Hill Transit's website, Transit staff will decide the most appropriate means of communication, giving as much notice as reasonable prior to the change. Service changes that are not considered Major Service Changes include, but are not limited to:

- Elimination of a bus stop for a reason related to the safety of passengers or the protection of property
- Changes that are part of regular annual service adjustments, e.g., Reduced Service Schedule during UNC-Chapel Hill student breaks
- Temporary detours or service adjustments, both short-term and long-term, due to circumstances beyond the control of Chapel Hill Transit, e.g. construction, adverse weather events

8.8 PUBLIC NOTICE FOR MAJOR SERVICE CHANGES

A PUBLIC FORUM, AS DESCRIBED ABOVE, IS REQUIRED FOR ALL MAJOR SERVICE CHANGES. A MAJOR SERVICE CHANGE IS DEFINED BY CHAPEL HILL TRANSIT AS:

1. New Service – routes that have not been operated in whole or in part for the previous five (5) years
2. Any change to an existing route resulting in:
 - a) A permanent reduction of daily revenue service hours of 25% or more, OR
 - b) A permanent reduction of daily revenue service mileage of 25% or more, OR
 - c) A permanent elimination of a route segment or portion, OR
 - d) Elimination of an existing bus stop that would leave a gap of more than ½ mile along the line-of-route between bus stops, where the reason for elimination was not related to safety,

AND, the implementation of the change described above would result in the unavailability of a comparable level and quality of transit service within ¼ mile of the service proposed for change, reduction, or elimination.

9.0 LIMITED ENGLISH PROFICIENCY

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

EXECUTIVE ORDER 13166

Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 50123, August 16, 2000 DOJ’s General LEP Guidance). Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the Chapel Hill Transit and governments, private and non-profit entities, and sub-recipients.

9.1 PLAN SUMMARY

The Town of Chapel Hill, herein “Town,” has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to transit services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the Town's extent of obligation to provide LEP services, the Town undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the Chapel Hill Transit service area who may be served or likely to encounter a Chapel Hill Transit program, activity, or service; 2) the frequency with which LEP individuals come in contact with Chapel Hill Transit services; 3) the nature and importance of the program, activity or service provided by the Town to the LEP population; and 4) the resources available to Chapel Hill Transit and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

9.2 LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

How to Identify an LEP Person who Needs Language Assistance - Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When Chapel Hill Transit sponsored workshops or conferences are held, post on the public notices contact information for people with special needs and/or required translation. Also set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, we will ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in sheet table (contained herein as **Appendix F**). While staff may not be able to provide translation assistance at that particular day's meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the Chapel Hill Transit Operations and Administration building.
- Frequently survey transit operators and other first line staff of any direct or indirect contact with LEP individuals; and,
- Transit Operators will be trained to recognize people who appear to be confused and may be of need for some assistance. (Language barrier related or not)

b) **Language Assistance Measures** - The Town has, or will implement, the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well," and the lack of resources available in the Chapel Hill Transit service area:

- Census Bureau's "I Speak Cards" are to be located at Chapel Hill Transit's Operations and Administration locations at all times.
- When Chapel Hill Transit's hosts public meetings or conferences and a special need is identified in advance, Chapel Hill Transit will make every effort to have a translator available at the meeting. Our public meeting notices shall have a translation available sentence in Spanish and a phone number to arrange for such service.

- When an interpreter is needed, in person or on the telephone, and transit staff has exhausted the above options, staff will first attempt to determine what language is required and procure translation services as needed.

c) **Staff Training** - All transit staff will be provided with the LEP Plan and will be educated on procedures for the implementation of the plan. This information will also be part of transit staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- Bi-Annual classroom instruction for employees to provide a limited knowledge of basic vocabulary and common transit phrases in Spanish and any other language where analysis would show the organization must provide safe harbor in which to meet its obligations;
- What language assistance services the Town offers; and,
- The internal procedures for staff related to the facilitation process for language translation services. What to do when you encounter someone who is unable to understand you and/or you are unable to understand them due to a potential language barrier issue.

Supervisors shall be provided more in-depth training, above the basic staff training content, that is related to the facilitation of requests for language translation services. The training topics for supervisory staff include:

- Use of LEP “I Speak Cards”;
- How to access translation programs via internet on a computer;
- How to use the Google Translate App;
- How to use Language Line for interpretation and translation services;
- The internal procedures for supervisory staff for the facilitation of language translation services.
- Procedures for the documentation of all language assistance requests; and,
- How to handle a Title VI and/or LEP complaint (this process is contained in **APPENDIX A** of the Town’s Title VI Plan)

Planning Staff shall be trained on the procedural requirements for the advertisement of public meetings, LEP outreach techniques to encourage participation, and how to facilitate language translation services as required at Chapel Hill Transit public meetings.

d) **Outreach Techniques** - Due to the lack of a centralized LEP population and resources available in the service area, the Town does not have a formal practice of outreach techniques. However, the following are a few options that Chapel Hill Transit will incorporate for LEP outreach as the need arises:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.

- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “*Un traductor del idioma español estará disponible*” This means “*A Spanish translator will be available*”.
- Key print materials, including but limited to schedules and maps, will be translated and made available at the Chapel Hill Transit Operations and Administration Center and on board transit vehicles. When a specific and concentrated LEP population is identified, we will make every effort to include the community. The Transit Department will provide updated materials to the Family and Intercultural Resource Center to use for their outreach services as they are implemented. The Use Policies for the public transportation system are on public display both in English and Spanish at the Transit Center.

e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is one that can be easily updated. At a minimum, the Town will follow the Title VI Program update schedule for the LEP Plan. However, major updates most likely will not occur until the next Census in 2020 unless the Town finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Chapel Hill Transit’s service area?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified Chapel Hill Transit programs? Are there other programs that should be included?
- Have the Town’s available resources, such as technology, staff, and financial costs changed?
- Has the Town fulfilled the goals of the LEP Plan?; and,
- Were any complaints received?

f) **Dissemination of the Town’s Limited English Proficiency Plan** - The Chapel Hill Transit Operations and Administration Center includes the LEP Plan with its Title IV Policy and Complaint Procedures. The Chapel Hill Transit’s Notice of Rights under Title VI to the public is posted in the Chapel Hill Transit’s Operations and Administration Center, on all Chapel Hill Transit vehicles, on all Chapel Hill Transit Bus Stops, and in selected printed materials. A statement in Spanish that indicates if information is needed in another language and contact information is included.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the Town’s Title VI Coordinator.

9.3 FOUR FACTOR ANALYSIS

Four Factor Analysis

This Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
- (2) The frequency with which LEP individuals come in contact with the program;
- (3) The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
- (4) The resources available to the recipient and costs.

Factor #1: *The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service of the recipient.*

Chapel Hill Transit staff reviewed the 2010 U.S. Census data and determined that 25,381 persons in Orange County speak a language other than English.

In Orange County, of those persons with limited English proficiency, 11,017 speak Spanish, 9,023 speak Asian and Pacific Island languages, and 5,341 speak other languages.

Chapel Hill Transit staff has identified that Orange County is home to 4,600 Spanish speaking LEP's, 900 Other Asian language LEP's, and 900 Chinese LEP's (source LEP.gov). Chapel Hill Transit's Spanish speaking LEP's meet the Safe Harbor Threshold; therefore Chapel Hill Transit has translated the Title VI complaint process and complaint form into Spanish. We anticipate updating this section before the next due date to include additional languages after the 2020 Census.

Factor #2: *The frequency with which LEP individuals come in contact with the program.*

Chapel Hill Transit assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. During fiscal year 2017-2019 Transit has had no requests for interpreters and no requests for translated documents in Orange County. Staff and vehicle operators have had very little to no contact with LEP persons. In the last two fiscal years, Demand Response has recorded no interactions, while Fixed Route has only one documented interaction.

Factor #3: *The nature and importance of the program, activity, or service provided by the recipient to people's lives.*

There is no large geographic concentration of any type of LEP individuals in the service area of Orange County. The overwhelming majority of the population in Orange County speaks only English.

As a result, there is a lack of social, service, professional and leadership organizations within the service area that focus on outreach to LEP individuals. We have listed below some of the contacts we do use for outreach in attempts to reach limited-English populations. Services provided by Chapel Hill Transit that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand response system which serves primarily senior and disabled persons.

Factor #4: *The resources available to the recipient and costs.*

Chapel Hill Transit assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as-needed basis (\$55/hr for consecutive interpreting services). Chapel Hill Transit has assessed which of its documents would be the most valuable to have translated should the need arise. This assessment is based on the number and location of LEP persons in the service area. The regional call center has bilingual staff members available to provide assistance to LEP individuals as well.

Chapel Hill Transit will make every effort to provide service to all LEP persons. Staff will conduct an annual needs assessment to determine whether changes to the LEP plan are required. This assessment may be done by tracking the number of interpreters requested by language in the Town of Chapel Hill, by requesting the assistance of the Chapel Hill/Carrboro City School district, our community partners or by other methods identified by staff.

At the time of this review, no specific needs were identified because there have been very few requests from individuals needing interpreters.

9.5 KEY COMMUNITY CONTACTS

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
	Rogers-Eubanks Neighborhood	is a historically African-American community, with origins dating back to the 1700s. By the late nineteenth century, the Rogers-Eubanks neighborhood was composed of black-owned family farms and sawmills from Homestead to Eubanks Roads to the north of Carrboro and Chapel Hill, NC	No
	El Centro Hispano	works to strengthen the community, build bridges and advocate for equity and inclusion for Hispanics/Latinos in the Triangle Area of North Carolina	No
	Jackson Center	a hub of creative action dedicated to preserving the future of historically Black neighborhoods in Chapel Hill	No
	Inter-Faith Council	was founded in 1963 to address the significant gaps that existed in the social safety net of our community	No
	Community Empowerment Fund	offers savings opportunities, financial education, and assertive support to individuals who are seeking employment, housing, and financial freedom	No
	EmPOWERment, Inc	mission is to empower individuals and communities to achieve their destiny through community organizing, affordable housing, and grass roots economic development	No

Contact information for key community contacts is not public information and is maintained outside of this document. Any staff member who wishes to contact anyone listed above must request that information from the Title VI Coordinator.

9.6 SUMMARY OF OUTREACH EFFORTS MADE SINCE THE LAST TITLE VI PROGRAM SUBMISSION

The following format will be used to report all outreach efforts made since our last Title VI Compliance Review. All meetings and disseminations of information shall enable collection of information for the table below:

Meeting Date	Meeting Time	Meeting Purpose	Target Audience	Information Disseminated
9/25/2017	6:00p-8:00p	Short Range Transit Plan	System users and non - users in Carrboro	Overview of Short Range Transit Plan, received feedback on current system.
9/26/2017	6:00p-8:00p	Short Range Transit Plan	System users and non - users in Chapel Hill	Overview of Short Range Transit Plan, received feedback on current system.
9/28/2017	8:00a-10:00a	Short Range Transit Plan	System users and non - users at UNC Hospitals	Overview of Short Range Transit Plan, received feedback on current system.
9/28/2017	11:00a-1:00p	Short Range Transit Plan	System users and non - users at UNC	Overview of Short Range Transit Plan, received feedback on current system.
1/24/2018	11:00a-1:00p	Short Range Transit Plan	System users and non - users at UNC	Overview of Short Range Transit Plan, received feedback 3 scenarios
1/24/2018	6:00p-8:00p	Short Range Transit Plan	System users and non - users in Carrboro	Overview of Short Range Transit Plan, received feedback 3 scenarios
1/25/2018	11:00a-1:00p	Short Range Transit Plan	System users and non - users at UNC Hospitals	Overview of Short Range Transit Plan, received feedback 3 scenarios
1/25/2018	6:00p-8:00p	Short Range Transit Plan	System users and non - users in Chapel Hill	Overview of Short Range Transit Plan, received feedback 3 scenarios

We placed hangers on bus seats in Chapel Hill Transit that were in both English and Spanish. Additionally, online comment questionnaires were available in English and Spanish.

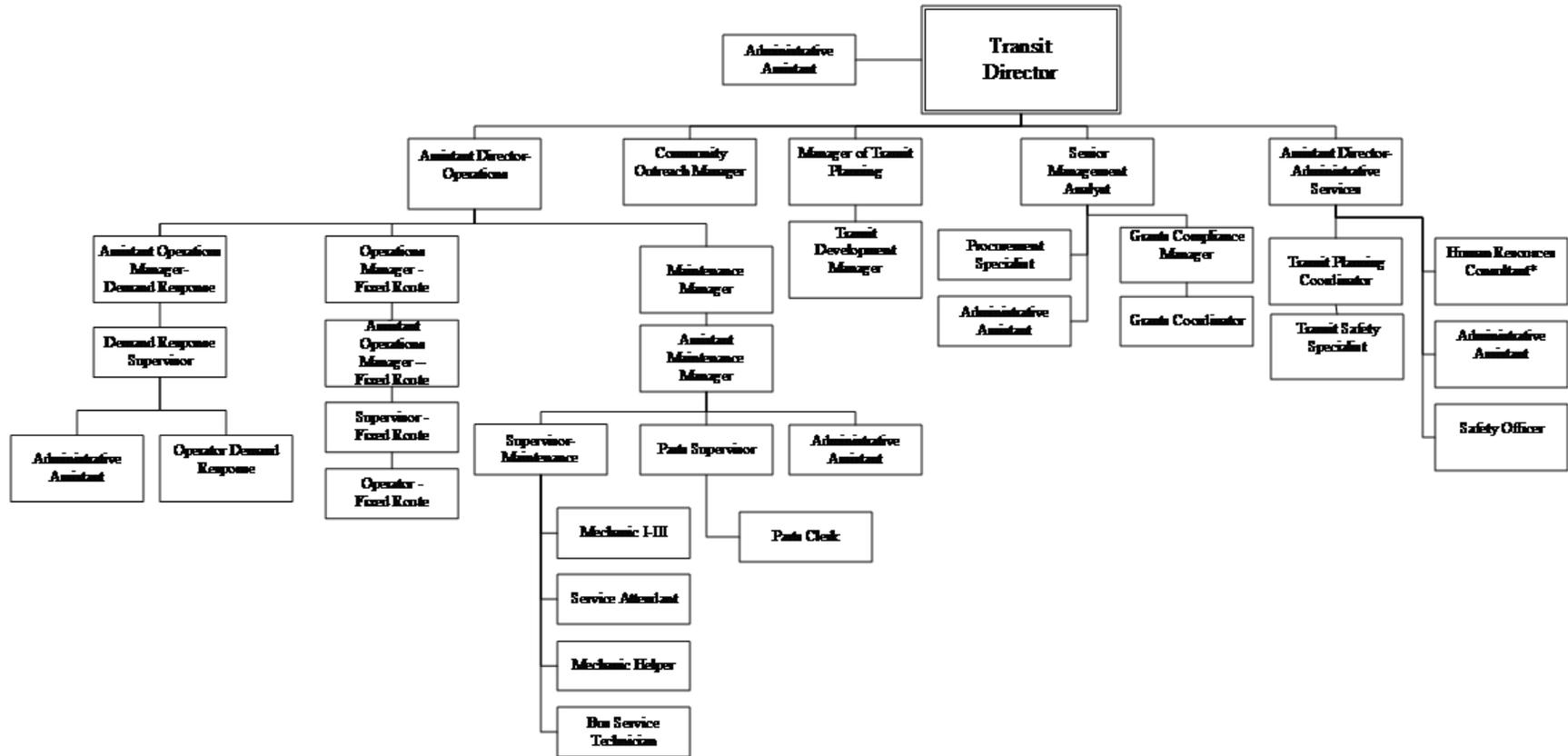
Appendix A

Applicable Nondiscrimination Authorities

During the implementation of this Title VI Program, the organization, for itself, its assignees and successors in interest, is reminded that it has agreed to comply with the following non-discrimination statutes and authorities, including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).
- Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e *et seq.*, Pub. L. 88-352), (prohibits employment discrimination on the basis of race, color, religion, sex, or national origin);
- 49 CFR Part 26, regulation to ensure nondiscrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs;
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Airport and Airway Improvement Act of 1982, (49 USC § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).

Appendix B Organizational Chart



*This position has a shared report structure which includes both the Asst. Director and Human Resources Director.

Appendix C

Demographic Non-Elected Advisory Council

The purpose of Appendix C is to outline the structure of Chapel Hill Transit’s advisory board system and to meet FTA Circular 4702.1b requirement that “recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.”

Chapel Hill Transit is principally advised by two separate non-elected committees/boards: The Chapel Hill Transit Partners Committee (Committee) and the Chapel Hill Transportation and Connectivity Advisory Board (Board).

Chapel Hill Transit Funding Partners Committee

Chapel Hill Transit provides service to the Town of Chapel Hill (TOCH), the Town of Carrboro (TOC), and the University of North Carolina – Chapel Hill (UNC). Although the transit system is operated by the town of Chapel Hill, Carrboro and UNC are financial partners in the operations. System expenses are allocated based upon population.

The Partners’ Committee was formed to act as an advisory committee for CHT. Its membership is made up of staff and elected officials from TOCH, TOC and UNC, respectively. The Chapel Hill Transit Partners Committee provides policy and financial guidance for the department. Each entity appoints three (3) representatives on an annual basis.

While the membership of this board is not comprised of members of the general public, and not all of its membership is chosen by the recipient –TOCH – we have included a racial breakdown in the table below, due to the import and influence of this committee on the policies and planning for CHT. The EZ Rider Advisory Committee (EZRAC) is a subcommittee of the Transit Partners Committee. The EZRAC recommends changes to procedures or policies related to the EZ Rider and Fixed-Route services in order to ensure that the transit system is serving the needs of people with disabilities within the service area. The EZRAC also reviews budgets and grant applications; provides input on updates to EZ Rider documents; conducts outreach to people with disabilities about EZ Rider and/or accessible Fixed-Route services; and offers a forum for the community to bring comments or concerns about EZ Rider and/or Fixed-Route service issues.

- Total Number on the Chapel Hill Transit Partners Committee—9
- Vacancies—0
- Racial Breakdown: 9 Current Members- five (5) Caucasian, one (1) African- American. three (3) None Listed
- Total Number on the EZRAC – 7
- Current Vacancies – 0
- Racial Breakdown seven (7) Caucasian

Transportation and Connectivity Advisory Board

The charge of the transportation and connectivity advisory board is to assist the Chapel Hill Town Council in creating an inclusive connected community by recommending, advocating and planning for comprehensive, safe, effective and sustainable multi-modal transportation and connectivity.

The Transportation and Connectivity Advisory Board consists of nine (9) members. Four (4) must be residents of the Town, one (1) bicycle advocate, one (1) greenways advocate, two (2) residents from Orange, Durham, Alamance, or Chatham county. In addition one (1) will be appointed by the UNC Chapel Hill Student Body President. Members serve staggered, three-year terms, and shall not be eligible for more than two consecutive three-year terms. The UNC student member will serve a two-year term and may be reappointed to additional terms.

As a result of UNC's representation, the entire membership of this board is not appointed by the recipient – similar to the Partners' Committee – however, it is included here due to its involvement and import in guiding CHT's policies in addition to TOCH's overall planning.

- Total Number on the Transportation and Connectivity Advisory Board—9
- Current Council Appointed Vacancies—0
- Racial Breakdown: 9 Current members- seven (7) Caucasian, one (1) Hispanic, one (1) None Listed

Efforts to Encourage Minority Participation

The Town of Chapel Hill is committed to taking every reasonable effort to encourage minority participation in all of its advisory boards. However, given the makeup of Chapel Hill Transit's two advisory boards and the fact that TOCH does not possess the authority to select 100% of the membership of either committee/board, TOCH is limited in its control of the racial makeup of either.

- a. Chapel Hill Transit Partners Committee
The three current appointees, from the Town of Chapel Hill, are elected members of Town Council. Chapel Hill Transit has no means of encouraging minority participation as a result.
- b. Chapel Hill Transportation and Connectivity Advisory Board
Membership on the Transportation and Connectivity Advisory Board membership is open to any person who meets any one or more of the requirements listed above, regardless of race, color or national origin. Members of the public may file an application for consideration online at:
<http://www.townofchapelhill.org/town-hall/government/boards-commissions>

Advertisements for involvement are posted on social media and in flier-form, throughout CHT's service area. Printed brochures on involvement opportunities are also available from Communications and Public Affairs located on the second floor of Chapel Hill Town Hall, 405 Martin Luther King Jr. Blvd.

Appendix E

Service Standards

In order to best determine which routes serve the highest minority TAZs both in terms of total minority population and high minority percentage, a number of TAZs were identified that fit into the following categories:

- The TAZ is “majority minority” – in other words, minorities make up over 50% of the population in that TAZ
- The percentage of minorities in a TAZ was above the average for the entire service area (32.8%) AND the total minority population in the TAZ was over 300.
- TAZs that were both “majority minority” and had a total minority population above 300 were weighted twice as much as the other TAZs

The routes that serve these TAZs were identified using GIS Mapping. The CM, CW, D, F, J, NS, and T routes were identified as being minority transit routes. The G and S routes were used as reference routes because they do not serve high minority areas. For the purposes of examining headways, express routes and routes that only serve the UNC campus were not used.

The Federal Transit Administration recommends five different indicators that transit agencies should consider utilizing in order to monitor Title VI compliance. Chapel Hill Town Council adopted five service standards in the early 1980s. Two of these standards mirror FTA’s suggestions. These are discussed in further detail in the following section. The three other service standards are:

- Productivity (passengers per service hour) for each route will be greater than half the system’s overall productivity.
- 85 percent of all trips will operate within 5 minutes of their scheduled time.
- Fixed route buses will maintain an average of 35,000 miles between preventable accidents and 25,000 miles between vehicle road calls.

The following section addresses the specific indicators that FTA has identified as significant in determining compliance with Title VI regulations:

a. Vehicle Load

Chapel Hill Transit has adopted a standard for vehicle loading that equals the number of seated passengers, plus standees. Chapel Hill Transit also operates 40’ buses that have a total capacity of 79, and 60’ articulating buses that have a total capacity of 100. Analysis of the routes serving minority areas is included in the table below.

Route	Number of Buses	Mix of buses normally used	Total Capacity of Buses	Total Capacity of Service Available between 7 am - 9 am
CM	1	40ft	79	237
CW	2	40 - (1) 35	131	393
D	4	40ft	316	1264
F	3	40 - (1) 35	210	368
J	6	40ft	474	829
NS	8	60 - (4) 40	716	1669
T	2	40ft	158	316
G	2	40ft	158	395
S	3	35 - (1) 40	183	680

b. Vehicle Assignment

Chapel Hill Transit has 98 buses, which serve the 24 weekday routes in the system. 86 buses are operated during the peak service period. Regular service runs from 6:00 am to 11:56 pm.

Figure D illustrates the extent of Chapel Hill Transit weekday fixed route service. There are ten evening routes, eight Saturday routes, and two that are operated on Sundays. Chapel Hill Transit provides service to twelve Park and Ride lots. Chapel Hill Transit also operates a slightly reduced service schedule between May and August.

In addition to the fixed route service, Chapel Hill Transit also offers a demand-responsive service (EZ Rider) for the elderly and handicapped that operates within ¾ mile of all fixed route services.

CHT’s EZ Rider service supplies trips upon request indiscriminately of vehicle type or age, but rather based on the nearest available vehicle. CHT’s EZ Rider services operates at 82% on-time.

Chapel Hill Transit randomly assigns buses to individual routes, based on availability and scheduled maintenance. The average age of the Chapel Hill fleet is 11 years. Chapel Hill Transit operates primarily 35’ buses, but also has 40’ and 60’ buses available. Service along those routes identified as serving minority areas is provided with 35’, 40’, and 60' buses.

c. Vehicle Headway

Chapel Hill Transit seeks to achieve the following goals for fixed route service vehicle headways:

Peak hour headways will be no greater than 30 minutes and off-peak headways, 60 minutes.

The CW, D, F, J, NS, and T routes all achieve the Chapel Hill Transit headway standard.

d. Distribution of Transit Amenities

To assess the distribution of transit amenities, we have identified six transportation analysis zones that were both “majority minority” and had very high total minority populations as outlined in Section II.

Six other transportation analysis zones were identified as a comparison group. These zones were of similar size to the minority zones identified, but contained a low percentage of minorities (generally less than 12%).

Using the bus stop layer, bus stops either in or along the border of these zones were selected and the number of important amenities were identified for the five minority TAZs and the five non-minority transportation analysis zones. Both study groups contained a total of 57 bus stops each.

The results are shown below in Table 3:

Table 3

Type of Amenity	Minority TAZs	Non-minority TAZs
Bench	18	18
Shelter	15	9
Trash Can	11	5
Schedule provided	15	8

These results show that minority transportation analysis zones were provided more amenities than non-minority zones.

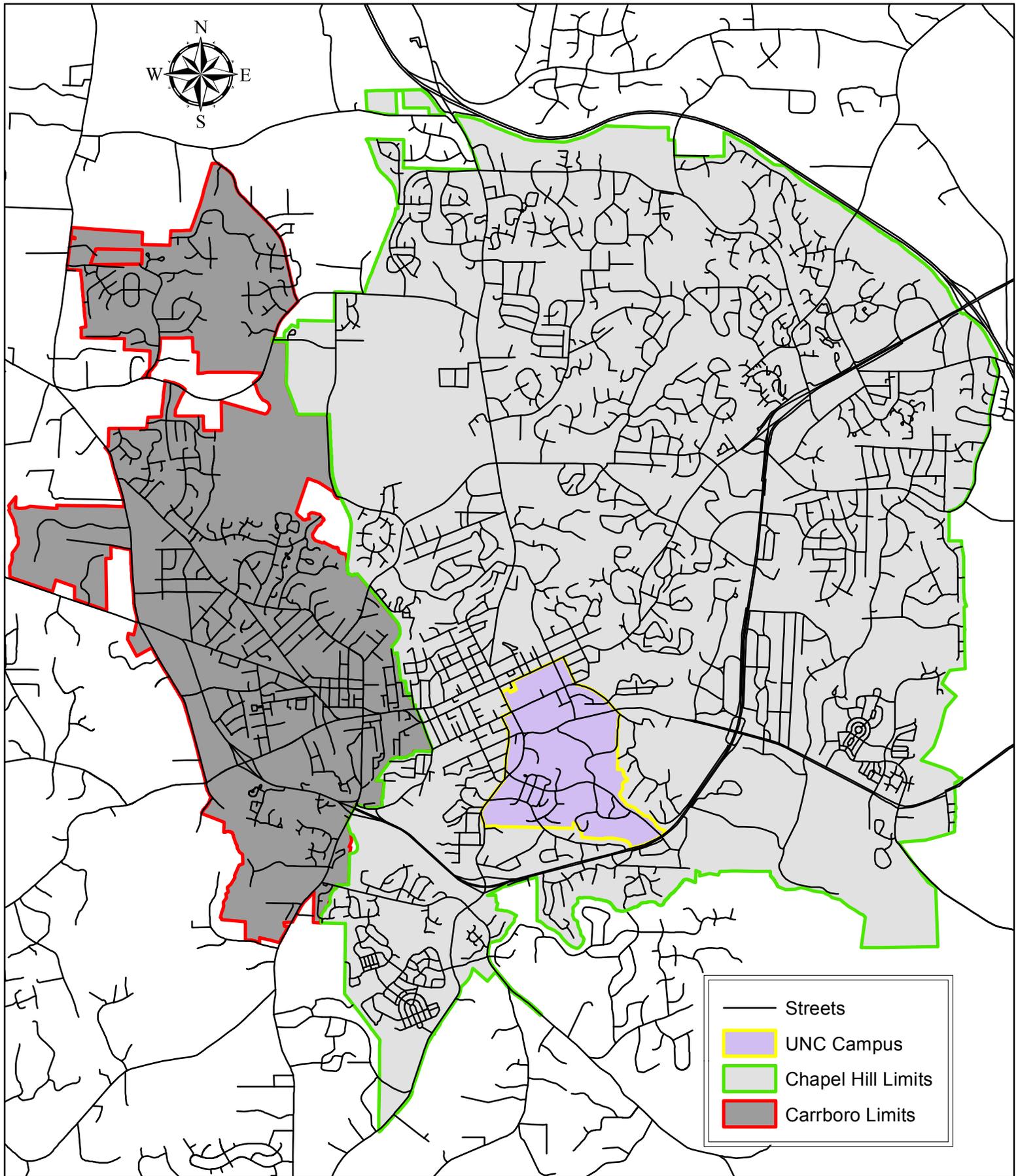
e. Transit Access

CH Transit’s standard for transit access is that “90 percent of all service area households will be within a quarter-mile of a transit stop.”

We have provided a map using an overlay that shows the ¼-mile buffer around each transit stop (Figure E).

This analysis has identified some areas of minority population within the existing fixed route service areas. The analysis also indicated that there are some concentrations of minority populations just beyond the current service area.

Figure A: Chapel Hill Transit Service Area



	Streets
	UNC Campus
	Chapel Hill Limits
	Carrboro Limits

0 0.5 1 2 Miles

Map prepared March 2013
Source: Chapel Hill Transit

Figure B: Location of Minorities in CHT Service Area (Total)

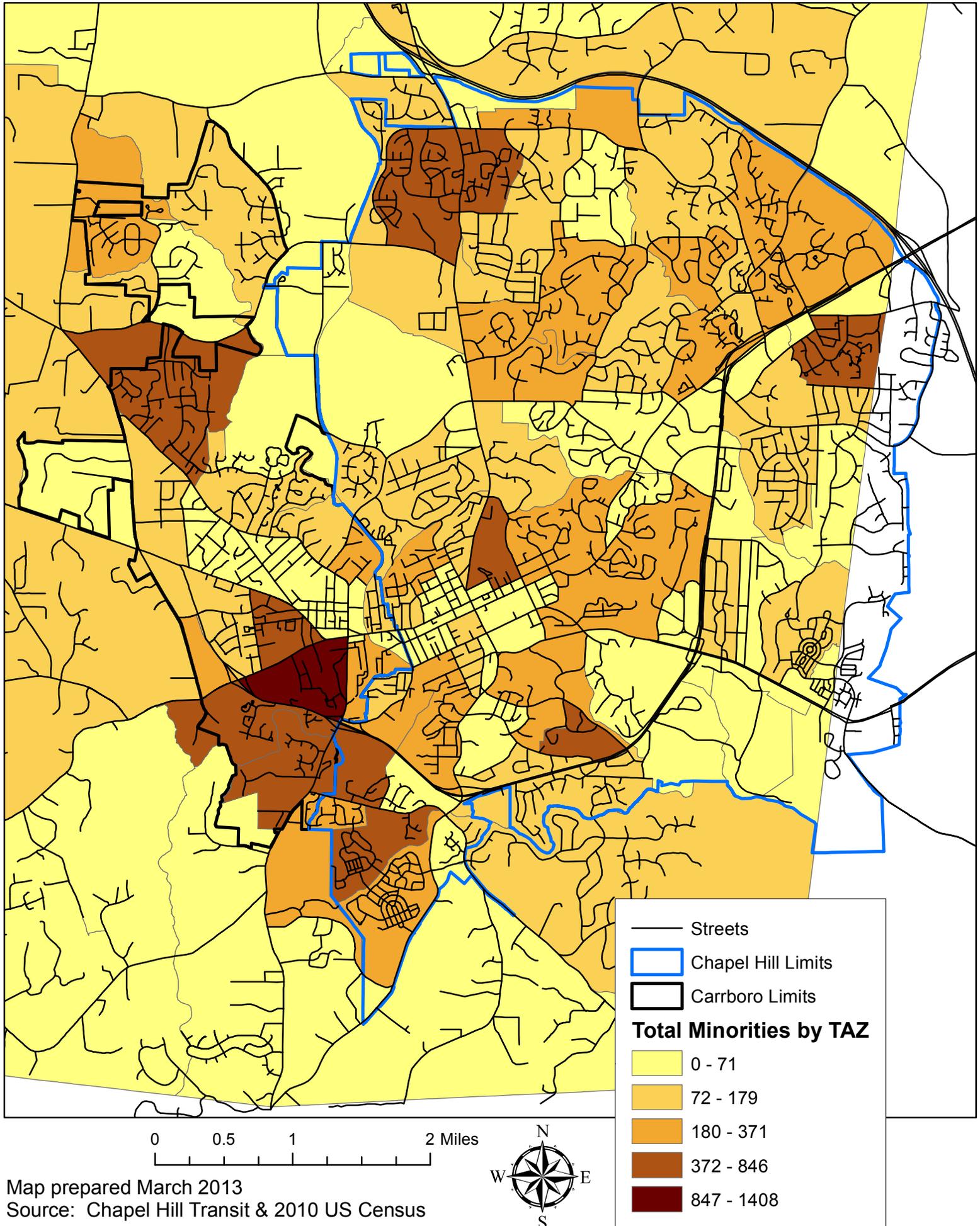


Figure C: Location of Minorities in CHT Service Area (Percentage)

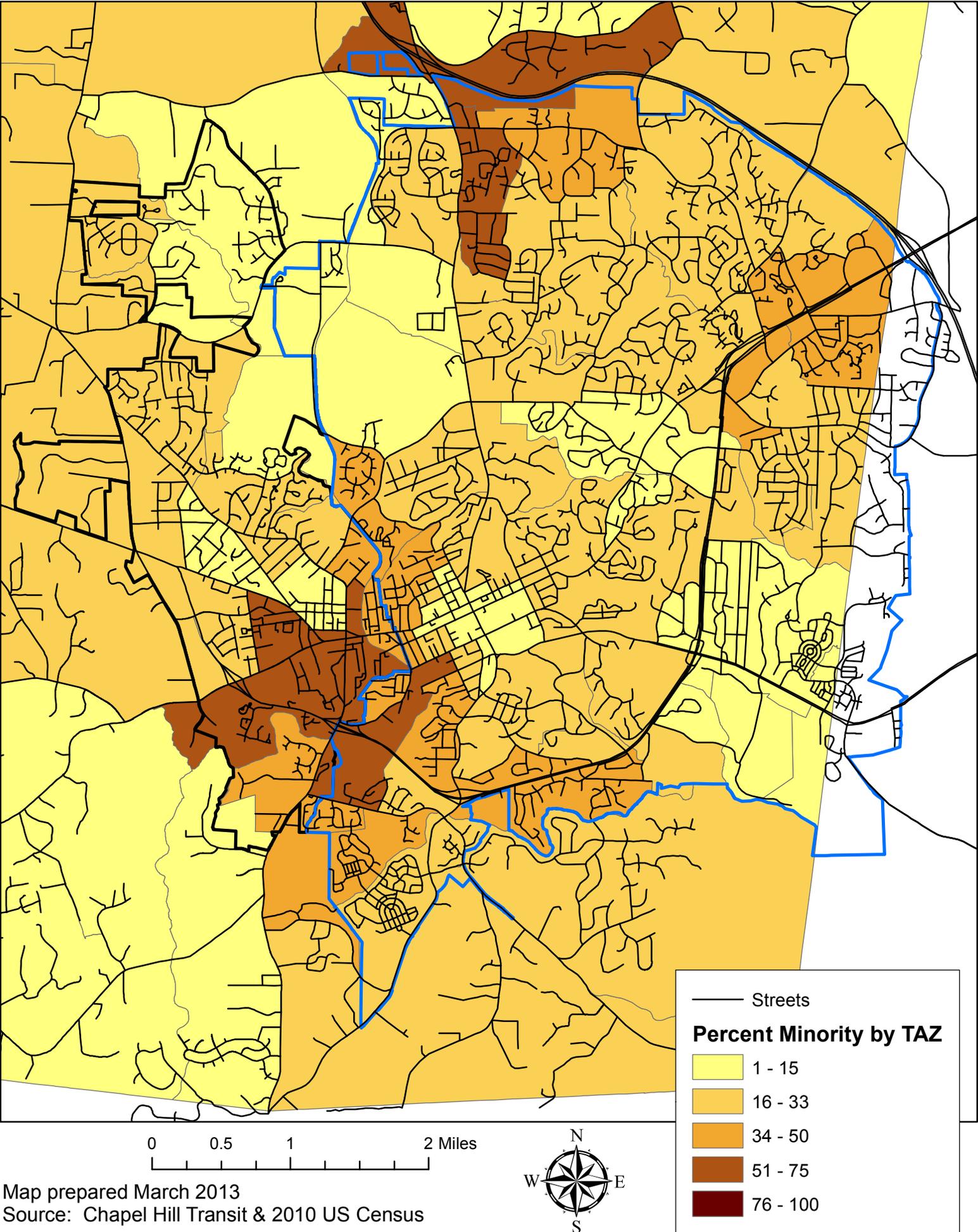


Figure D: CHT Weekday Routes and Bus Stops

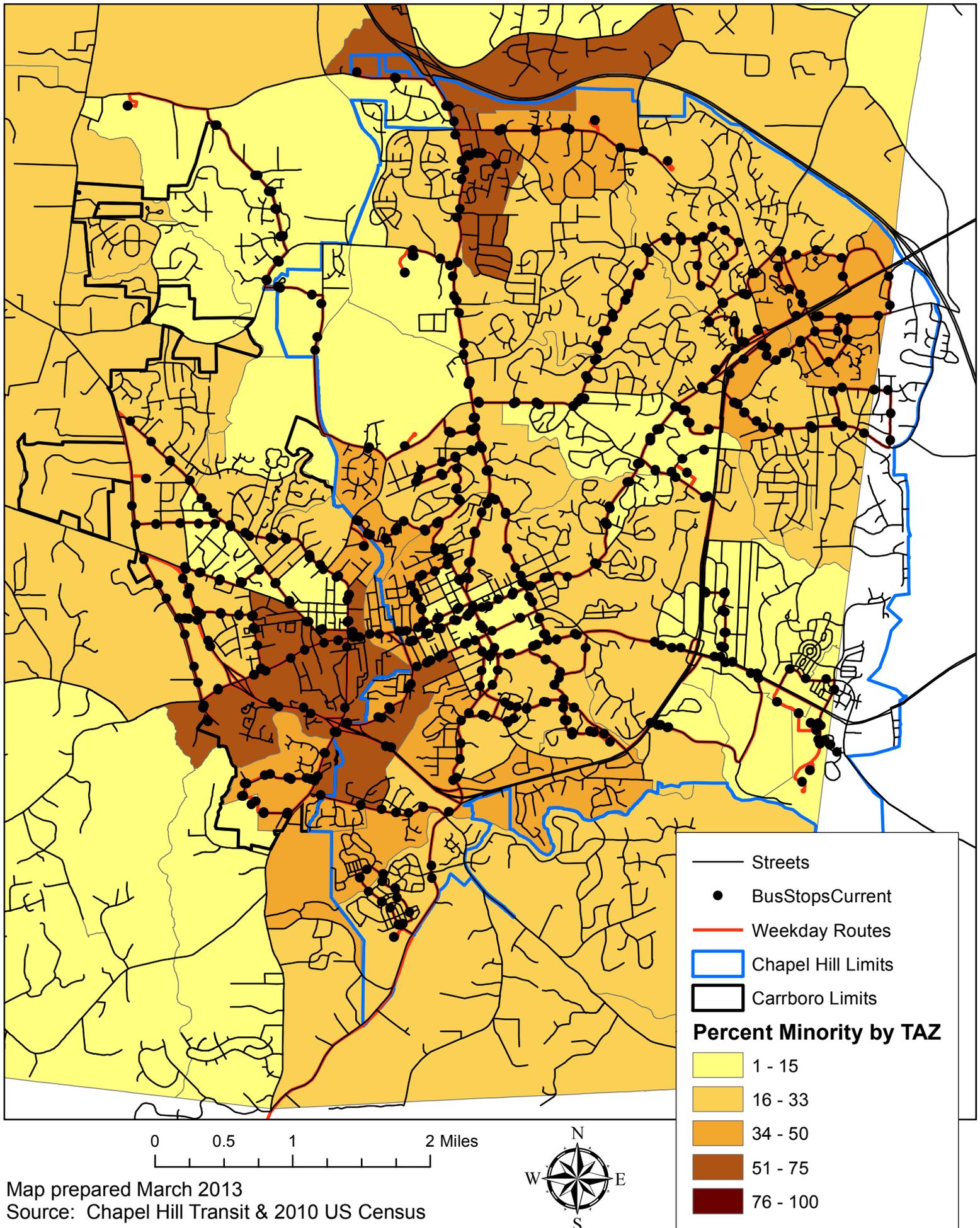
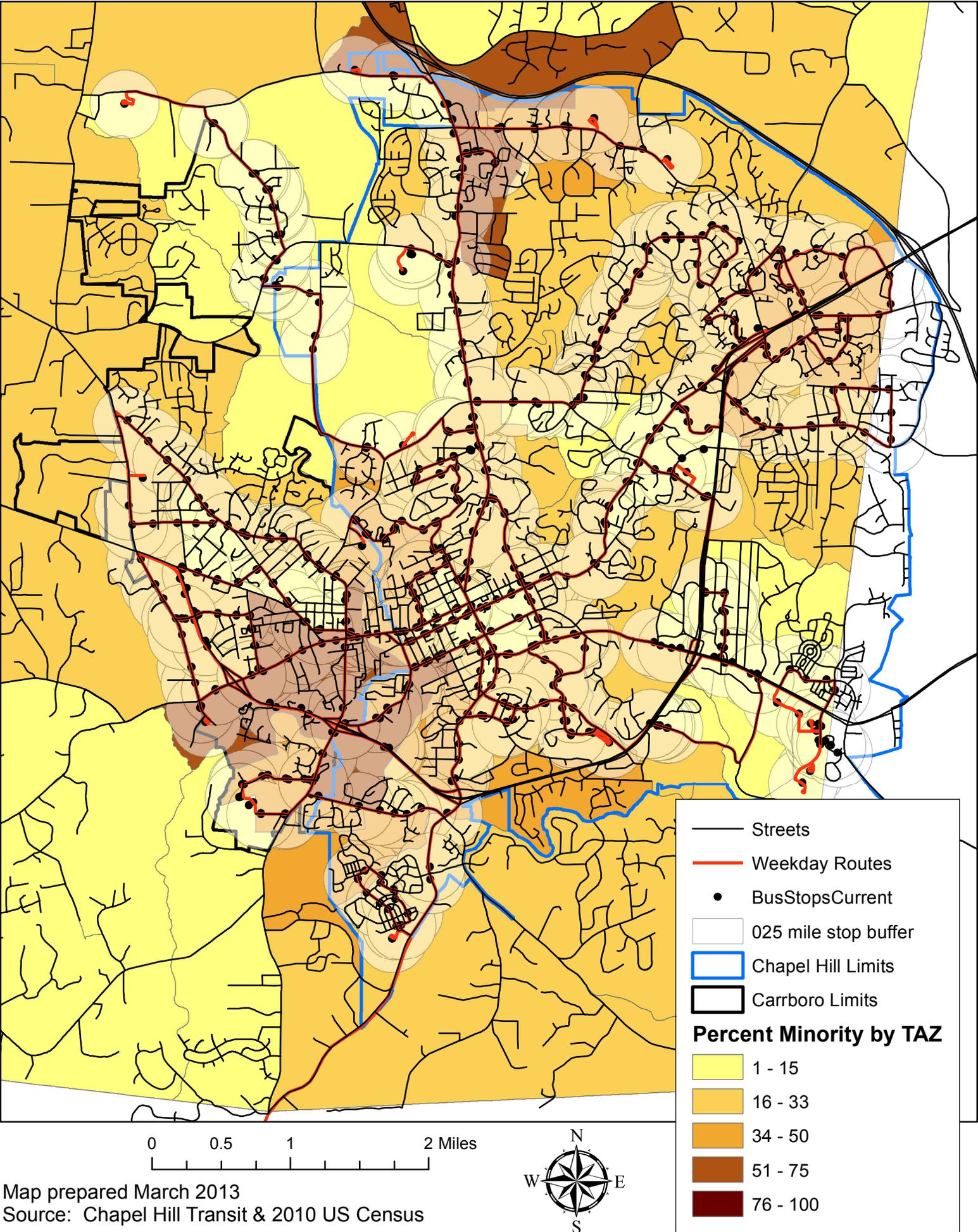
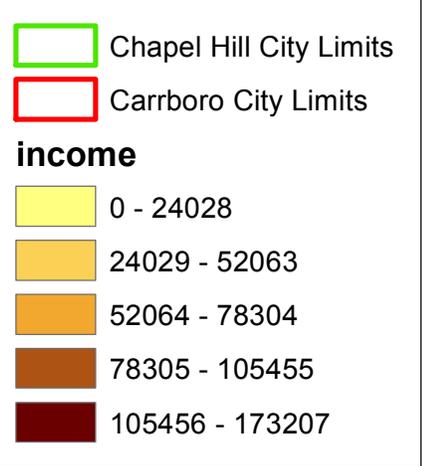
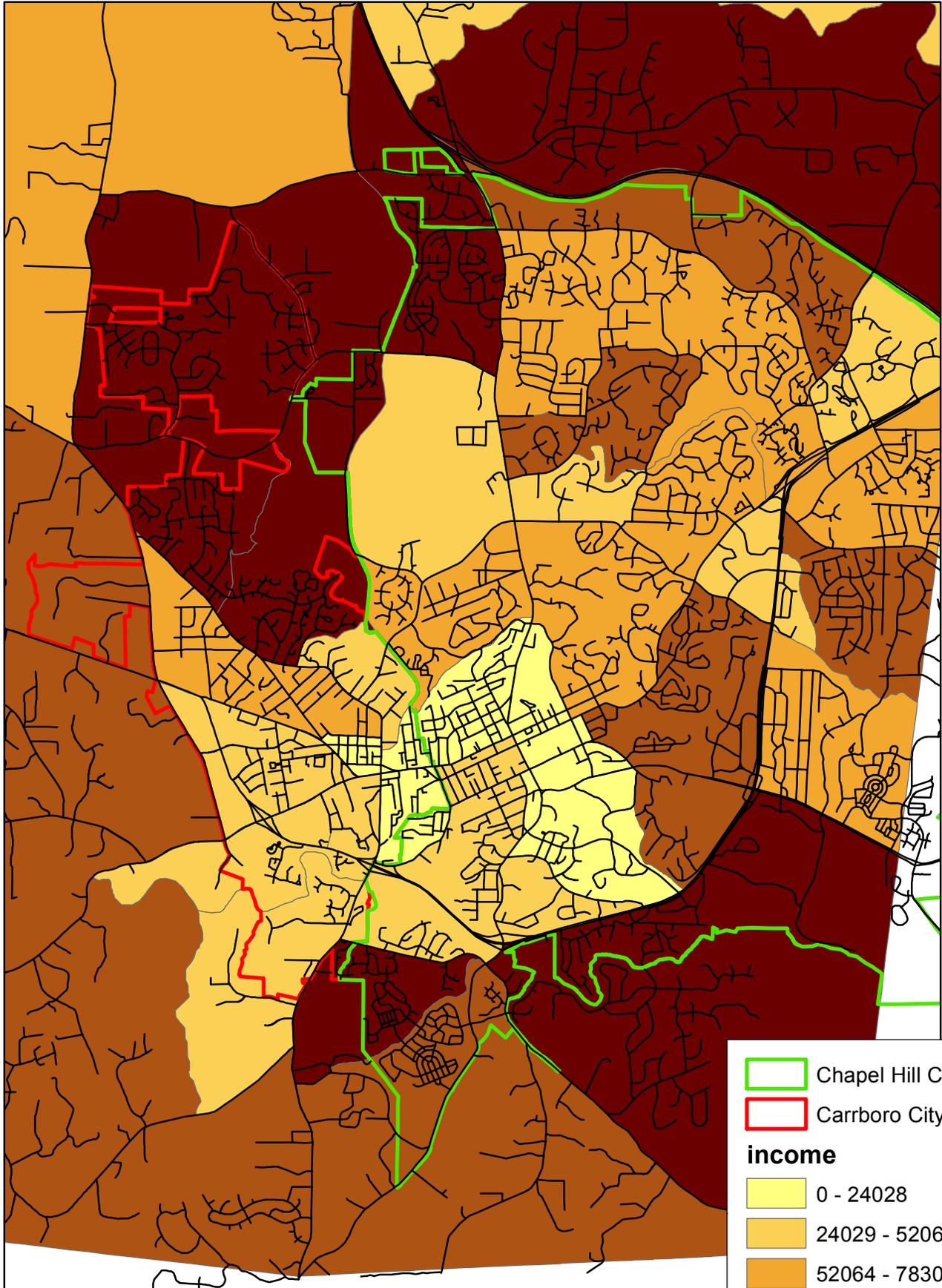


Figure E: CHT System Coverage (1/4-mile bus-stop buffers)



Map prepared March 2013
Source: Chapel Hill Transit & 2010 US Census

Median Income



Source: United States Census Bureau
2015 ACS 5 year estimates

TAZ ID # County ID 37315	Total Population		Black Population		Asian Population		Hispanic Population		All Other Including 2 or		Total Minority	
	#	%	#	%	#	%	#	%	#	%	#	%
1110	679	100%	37	5.51%	14	2.08%	62	9.17%	51	7.47%	165	24.23%
1111	403	100%	39	9.69%	43	10.60%	22	5.48%	17	4.14%	121	29.92%
1112	603	100%	107	17.75%	2	0.28%	44	7.33%	31	5.10%	184	30.45%
1113	70	100%	15	20.91%	3	4.21%	4	5.07%	4	6.23%	26	36.43%
1114	564	100%	100	17.75%	2	0.28%	41	7.33%	29	5.10%	172	30.46%
1115	1482	100%	310	20.92%	62	4.21%	75	5.06%	93	6.25%	540	36.45%
1116	126	100%	22	17.34%	8	6.53%	38	30.10%	48	38.16%	116	92.13%
1117	836	100%	238	28.43%	18	2.17%	54	6.45%	28	3.38%	338	40.43%
1118	490	100%	27	5.54%	19	3.85%	31	6.28%	29	5.91%	106	21.58%
1119	954	100%	53	5.54%	37	3.85%	60	6.28%	56	5.91%	206	21.58%
1120	473	100%	5	0.96%	46	9.67%	15	3.14%	8	1.64%	73	15.40%
1121	294	100%	3	0.96%	28	9.67%	9	3.14%	5	1.64%	45	15.40%
1122	387	100%	67	17.34%	25	6.53%	116	30.10%	148	38.16%	357	92.13%
1123	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1124	234	100%	67	28.43%	5	2.17%	15	6.46%	8	3.38%	95	40.43%
1125	83	100%	24	28.43%	2	2.16%	5	6.46%	3	3.37%	34	40.42%
1126	357	100%	102	28.43%	8	2.17%	23	6.45%	12	3.38%	144	40.43%
1127	346	100%	48	13.88%	32	9.32%	33	9.65%	31	8.92%	145	41.77%
1128	724	100%	8	1.06%	17	2.40%	8	1.05%	0	0.00%	33	4.51%
1129	12	100%	2	17.33%	1	6.50%	4	30.08%	5	38.17%	11	92.08%
1130	239	100%	3	1.07%	6	2.40%	3	1.05%	0	0.00%	11	4.51%
1131	422	100%	4	1.06%	10	2.40%	4	1.05%	0	0.00%	19	4.51%
1132	320	100%	18	5.54%	12	3.85%	20	6.28%	19	5.91%	69	21.58%
1133	472	100%	66	13.88%	44	9.32%	46	9.65%	42	8.92%	197	41.76%
1134	847	100%	82	9.69%	90	10.60%	46	5.48%	35	4.14%	253	29.92%
1135	538	100%	75	13.88%	50	9.32%	52	9.65%	48	8.92%	225	41.77%
1136	547	100%	53	9.69%	58	10.61%	30	5.48%	23	4.14%	164	29.92%
1137	2779	100%	482	17.34%	182	6.54%	836	30.10%	1060	38.15%	2560	92.12%
1138	881	100%	153	17.34%	58	6.54%	265	30.10%	336	38.15%	812	92.12%
1139	1370	100%	238	17.34%	90	6.54%	412	30.10%	523	38.15%	1262	92.12%
1140	89	100%	5	5.52%	2	2.08%	8	9.17%	7	7.46%	22	24.22%
1141	1934	100%	165	8.55%	488	25.25%	309	15.97%	362	18.74%	1325	68.52%
1142	276	100%	15	5.51%	6	2.08%	25	9.17%	21	7.47%	67	24.23%
1143	187	100%	10	5.51%	4	2.09%	17	9.17%	14	7.47%	45	24.23%
1144	219	100%	12	5.51%	5	2.08%	20	9.17%	16	7.47%	53	24.23%
1145	420	100%	23	5.51%	9	2.08%	39	9.17%	31	7.47%	102	24.23%
1146	420	100%	23	5.51%	9	2.08%	39	9.17%	31	7.47%	102	24.23%
1147	212	100%	12	5.51%	4	2.08%	19	9.17%	16	7.47%	51	24.24%
1148	7	100%	0	5.43%	0	2.00%	1	9.14%	1	7.43%	2	24.00%
1149	256	100%	51	19.89%	0	0.12%	12	4.51%	8	3.16%	71	27.68%
1150	335	100%	67	19.89%	0	0.12%	15	4.51%	11	3.16%	93	27.68%
1151	300	100%	60	19.89%	0	0.12%	14	4.51%	10	3.17%	83	27.68%
1152	1957	100%	520	26.55%	10	0.51%	184	9.42%	181	9.23%	894	45.71%

1153	114	100%	23	19.89%	0	0.11%	5	4.51%	4	3.16%	32	27.67%
1154	959	100%	191	19.89%	1	0.12%	43	4.51%	30	3.17%	266	27.69%
1155	867	100%	172	19.89%	1	0.12%	39	4.51%	27	3.17%	240	27.69%
1156	237	100%	47	19.89%	0	0.12%	11	4.51%	8	3.16%	66	27.68%
1157	665	100%	197	29.58%	1	0.14%	16	2.37%	19	2.88%	233	34.97%
1158	282	100%	29	10.22%	1	0.34%	5	1.94%	7	2.52%	42	15.02%
1159	384	100%	39	10.22%	1	0.34%	7	1.94%	10	2.52%	58	15.02%
1160	629	100%	64	10.22%	2	0.34%	12	1.94%	16	2.52%	94	15.02%
1161	558	100%	165	29.58%	1	0.15%	13	2.37%	16	2.87%	195	34.97%
1162	428	100%	85	19.89%	1	0.12%	19	4.51%	14	3.17%	118	27.68%
1163	837	100%	86	10.22%	3	0.34%	16	1.94%	21	2.52%	126	15.02%
1164	503	100%	24	4.70%	7	1.35%	53	10.63%	78	15.41%	161	32.10%
1165	368	100%	42	11.34%	3	0.85%	9	2.32%	6	1.51%	59	16.02%
1166	607	100%	29	4.70%	8	1.35%	65	10.63%	94	15.41%	195	32.10%
1167	271	100%	27	9.80%	4	1.65%	11	3.99%	9	3.17%	50	18.60%
1168	572	100%	27	4.70%	8	1.35%	61	10.63%	88	15.41%	184	32.10%
1169	109	100%	5	4.71%	1	1.35%	12	10.63%	17	15.41%	35	32.10%
1170	66	100%	4	6.09%	2	2.98%	8	12.02%	11	15.97%	24	37.06%
1171	606	100%	29	4.70%	8	1.35%	64	10.63%	93	15.41%	195	32.10%
1172	423	100%	24	5.61%	1	0.17%	81	19.19%	89	21.10%	195	46.06%
1173	214	100%	12	5.61%	0	0.17%	41	19.19%	45	21.10%	99	46.07%
1174	246	100%	49	19.89%	0	0.12%	11	4.51%	8	3.17%	68	27.69%
1175	434	100%	20	4.70%	6	1.35%	46	10.63%	67	15.41%	139	32.10%
1176	562	100%	48	8.48%	12	2.11%	15	2.72%	5	0.96%	80	14.27%
1177	111	100%	40	36.45%	0	0.43%	10	8.69%	10	9.35%	61	54.93%
1178	486	100%	23	4.70%	7	1.35%	52	10.63%	75	15.41%	156	32.10%
1179	593	100%	33	5.61%	1	0.17%	114	19.19%	125	21.10%	273	46.07%
1180	753	100%	42	5.61%	1	0.17%	145	19.19%	159	21.10%	347	46.06%
1181	348	100%	20	5.61%	1	0.17%	67	19.19%	73	21.10%	160	46.07%
1182	1854	100%	177	9.56%	21	1.12%	273	14.72%	154	8.30%	625	33.70%
1183	673	100%	66	9.80%	11	1.65%	27	3.99%	21	3.16%	125	18.60%
1184	56	100%	5	9.79%	1	1.66%	2	3.98%	2	3.18%	10	18.61%
1185	995	100%	56	5.61%	2	0.17%	191	19.19%	210	21.10%	458	46.06%
1186	130	100%	11	8.12%	3	2.64%	10	8.02%	11	8.08%	35	26.85%
1187	974	100%	355	36.45%	4	0.43%	85	8.70%	91	9.36%	535	54.93%
1188	295	100%	108	36.45%	1	0.43%	26	8.70%	28	9.36%	162	54.94%
1189	1394	100%	106	7.57%	11	0.79%	79	5.67%	45	3.23%	241	17.26%
1190	196	100%	11	5.61%	0	0.16%	38	19.19%	41	21.10%	90	46.06%
1191	464	100%	26	5.61%	1	0.17%	89	19.19%	98	21.10%	214	46.06%
1192	357	100%	20	5.61%	1	0.17%	69	19.19%	75	21.10%	164	46.06%
1193	37	100%	4	10.51%	1	2.35%	4	9.62%	3	9.35%	12	31.84%
1194	503	100%	152	30.18%	12	2.43%	23	4.55%	26	5.15%	213	42.31%
1195	405	100%	40	9.75%	5	1.19%	21	5.21%	11	2.83%	77	18.99%
1196	1593	100%	581	36.45%	7	0.43%	139	8.70%	149	9.36%	875	54.93%
1197	360	100%	131	36.44%	2	0.43%	31	8.70%	34	9.36%	198	54.93%
1198	604	100%	48	8.02%	12	1.95%	23	3.77%	7	1.11%	90	14.85%
1199	609	100%	162	26.55%	3	0.51%	57	9.43%	56	9.22%	278	45.71%

1200	1061	100%	387	36.44%	5	0.43%	92	8.70%	99	9.36%	583	54.93%
1201	149	100%	40	26.55%	1	0.51%	14	9.42%	14	9.22%	68	45.70%
1202	256	100%	51	19.89%	0	0.12%	12	4.51%	8	3.16%	71	27.68%
1203	1491	100%	396	26.55%	8	0.51%	141	9.42%	138	9.23%	682	45.71%
1204	3703	100%	983	26.55%	19	0.51%	349	9.42%	342	9.23%	1693	45.71%
1205	392	100%	104	26.55%	2	0.51%	37	9.43%	36	9.23%	179	45.71%
1206	367	100%	29	8.02%	7	1.95%	14	3.78%	4	1.11%	55	14.86%
1207	395	100%	32	8.02%	8	1.95%	15	3.77%	4	1.10%	59	14.85%
1208	578	100%	46	8.02%	11	1.95%	22	3.78%	6	1.10%	86	14.85%
1209	435	100%	35	8.02%	8	1.95%	16	3.77%	5	1.10%	65	14.85%
1210	285	100%	23	8.02%	6	1.95%	11	3.78%	3	1.11%	42	14.86%
1211	844	100%	68	8.02%	16	1.95%	32	3.78%	9	1.10%	125	14.85%
1212	806	100%	77	9.56%	9	1.12%	119	14.72%	67	8.30%	272	33.70%
1213	615	100%	49	8.02%	12	1.95%	23	3.78%	7	1.10%	91	14.85%
1214	1892	100%	181	9.56%	21	1.12%	279	14.72%	157	8.30%	638	33.70%
1215	173	100%	11	6.09%	5	3.00%	21	12.01%	28	15.97%	64	37.06%
1216	359	100%	35	9.80%	6	1.65%	14	3.98%	11	3.16%	67	18.59%
1217	239	100%	16	6.55%	108	45.24%	12	5.15%	11	4.42%	147	61.36%
1218	135	100%	2	1.73%	7	4.92%	12	8.81%	15	11.05%	36	26.50%
1219	265	100%	16	6.09%	8	3.00%	32	12.01%	42	15.97%	98	37.06%
1220	210	100%	4	1.73%	10	4.92%	19	8.81%	23	11.06%	56	26.52%
1221	158	100%	10	6.09%	5	2.99%	19	12.01%	25	15.96%	59	37.05%
1222	323	100%	6	1.73%	16	4.92%	28	8.81%	36	11.07%	86	26.53%
1223	316	100%	21	6.55%	143	45.23%	16	5.15%	14	4.42%	194	61.35%
1224	444	100%	8	1.73%	22	4.92%	39	8.81%	49	11.06%	118	26.53%
1225	239	100%	4	1.73%	12	4.92%	21	8.81%	26	11.06%	63	26.53%
1226	299	100%	15	4.86%	73	24.29%	20	6.68%	19	6.27%	126	42.10%
1227	635	100%	15	2.37%	62	9.79%	21	3.35%	9	1.41%	107	16.92%
1228	5	100%	0	6.60%	2	45.20%	0	5.00%	0	4.40%	3	61.20%
1229	75	100%	5	6.56%	34	45.23%	4	5.15%	3	4.43%	46	61.36%
1230	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1231	959	100%	65	6.79%	186	19.38%	101	10.57%	122	12.70%	474	49.44%
1232	1824	100%	188	10.31%	190	10.42%	78	4.26%	34	1.87%	490	26.86%
1233	504	100%	28	5.53%	104	20.55%	22	4.44%	9	1.69%	162	32.20%
1234	1004	100%	56	5.53%	206	20.55%	45	4.44%	17	1.69%	323	32.21%
1235	958	100%	111	11.61%	176	18.34%	68	7.10%	82	8.59%	437	45.65%
1236	10	100%	0	1.80%	0	4.90%	1	8.80%	1	11.00%	3	26.50%
1237	980	100%	114	11.61%	180	18.34%	70	7.10%	84	8.59%	447	45.65%
1238	607	100%	29	4.85%	147	24.29%	41	6.68%	38	6.27%	256	42.10%
1239	48	100%	2	4.85%	12	24.29%	3	6.69%	3	6.25%	20	42.08%
1240	978	100%	63	6.44%	130	13.29%	62	6.36%	35	3.54%	290	29.63%
1241	932	100%	9	0.96%	90	9.67%	29	3.14%	15	1.64%	144	15.40%
1242	579	100%	6	0.96%	56	9.66%	18	3.14%	10	1.64%	89	15.40%
1243	361	100%	9	2.37%	35	9.79%	12	3.35%	5	1.41%	61	16.92%
1244	151	100%	15	9.79%	2	1.65%	6	3.99%	5	3.17%	28	18.60%
1245	215	100%	21	9.80%	4	1.65%	9	3.99%	7	3.16%	40	18.60%
1246	162	100%	10	6.44%	22	13.28%	10	6.36%	6	3.54%	48	29.63%

1247	165	100%	13	8.12%	4	2.64%	13	8.02%	13	8.10%	44	26.87%
1248	218	100%	18	8.12%	6	2.63%	17	8.01%	18	8.09%	59	26.86%
1249	618	100%	50	8.12%	16	2.64%	50	8.01%	50	8.09%	166	26.86%
1250	160	100%	13	8.12%	4	2.63%	13	8.01%	13	8.09%	43	26.85%
1251	835	100%	60	7.14%	4	0.45%	49	5.83%	38	4.51%	150	17.94%
1252	267	100%	21	8.02%	5	1.95%	10	3.78%	3	1.11%	40	14.86%
1253	101	100%	4	4.18%	1	0.87%	3	3.37%	3	2.71%	11	11.13%
1254	466	100%	38	8.12%	12	2.64%	37	8.02%	38	8.09%	125	26.86%
1255	420	100%	34	8.12%	11	2.64%	34	8.01%	34	8.09%	113	26.86%
1256	84	100%	7	8.12%	2	2.63%	7	8.02%	7	8.07%	23	26.85%
1257	145	100%	12	8.12%	4	2.64%	12	8.01%	12	8.08%	39	26.86%
1258	762	100%	54	7.14%	3	0.44%	44	5.83%	34	4.51%	137	17.94%
1259	431	100%	35	8.02%	8	1.95%	16	3.77%	5	1.10%	64	14.85%
1260	168	100%	13	8.02%	3	1.95%	6	3.77%	2	1.11%	25	14.85%
1261	249	100%	20	8.02%	5	1.95%	9	3.78%	3	1.10%	37	14.85%
1262	371	100%	30	8.02%	7	1.95%	14	3.78%	4	1.11%	55	14.85%
1263	559	100%	40	7.14%	2	0.45%	33	5.83%	25	4.52%	100	17.94%
1264	447	100%	32	7.14%	2	0.45%	26	5.83%	20	4.51%	80	17.94%
1265	501	100%	36	7.14%	2	0.45%	29	5.83%	23	4.51%	90	17.94%
1266	739	100%	41	5.51%	15	2.08%	68	9.17%	55	7.47%	179	24.23%
1267	382	100%	27	7.14%	2	0.45%	22	5.83%	17	4.51%	69	17.93%
1268	160	100%	28	17.75%	0	0.28%	12	7.33%	8	5.10%	49	30.46%
1269	180	100%	13	7.14%	1	0.45%	11	5.83%	8	4.51%	32	17.94%
1270	689	100%	196	28.43%	15	2.17%	44	6.46%	23	3.38%	279	40.43%
1271	332	100%	94	28.43%	7	2.17%	21	6.45%	11	3.38%	134	40.43%
1272	589	100%	125	21.14%	21	3.49%	32	5.45%	25	4.22%	202	34.30%
1273	321	100%	68	21.14%	11	3.49%	17	5.45%	14	4.22%	110	34.30%
1274	428	100%	13	3.11%	16	3.79%	9	2.10%	7	1.55%	45	10.55%
1275	369	100%	11	3.11%	14	3.79%	8	2.10%	6	1.54%	39	10.55%
1276	195	100%	41	21.14%	7	3.49%	11	5.45%	8	4.23%	67	34.30%
1277	890	100%	104	11.65%	67	7.57%	31	3.47%	13	1.46%	215	24.15%
1278	504	100%	107	21.14%	18	3.49%	27	5.45%	21	4.22%	173	34.30%
1279	490	100%	13	2.59%	24	4.98%	16	3.35%	5	1.04%	59	11.96%
1280	247	100%	8	3.11%	9	3.79%	5	2.10%	4	1.55%	26	10.55%
1281	1594	100%	337	21.14%	56	3.49%	87	5.45%	67	4.22%	547	34.30%
1282	109	100%	3	3.11%	4	3.79%	2	2.10%	2	1.54%	11	10.54%
1283	1075	100%	125	11.65%	81	7.57%	37	3.47%	16	1.46%	260	24.15%
1284	143	100%	5	3.53%	7	4.87%	4	2.91%	1	0.90%	17	12.20%
1285	237	100%	17	7.03%	17	7.18%	7	2.83%	3	1.37%	44	18.41%
1286	326	100%	38	11.65%	25	7.57%	11	3.47%	5	1.46%	79	24.15%
1287	216	100%	6	2.59%	11	4.98%	7	3.35%	2	1.04%	26	11.96%
1288	105	100%	3	2.59%	5	4.99%	4	3.34%	1	1.03%	13	11.95%
1289	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1290	1405	100%	164	11.65%	106	7.57%	49	3.47%	21	1.46%	339	24.15%
1291	266	100%	8	3.11%	10	3.79%	6	2.10%	4	1.54%	28	10.54%
1292	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1293	349	100%	11	3.11%	13	3.79%	7	2.10%	5	1.55%	37	10.55%

1294	40	100%	1	3.10%	2	3.80%	1	2.10%	1	1.55%	4	10.55%
1295	961	100%	144	15.01%	67	6.93%	29	3.01%	15	1.54%	255	26.50%
1296	762	100%	114	15.01%	53	6.93%	23	3.01%	12	1.54%	202	26.50%
1297	1087	100%	98	8.99%	111	10.22%	49	4.48%	40	3.70%	298	27.39%
1298	1812	100%	163	8.99%	185	10.22%	81	4.48%	67	3.70%	496	27.39%
1299	177	100%	16	8.99%	18	10.22%	8	4.47%	7	3.71%	48	27.39%
1300	987	100%	148	15.02%	68	6.93%	30	3.01%	15	1.54%	262	26.51%
1301	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1302	102	100%	29	28.43%	2	2.17%	7	6.46%	3	3.37%	41	40.43%
1303	27	100%	1	3.11%	1	3.78%	1	2.11%	0	1.56%	3	10.56%
1304	8	100%	2	28.38%	0	2.13%	1	6.50%	0	3.50%	3	40.50%
1305	1174	100%	36	3.11%	45	3.79%	25	2.10%	18	1.54%	124	10.54%
1306	5	100%	0	3.20%	0	3.80%	0	2.20%	0	1.60%	1	10.80%
1307	271	100%	24	8.99%	28	10.22%	12	4.48%	10	3.70%	74	27.39%
1308	361	100%	31	8.55%	91	25.25%	58	15.97%	68	18.74%	247	68.52%
1309	750	100%	130	17.34%	49	6.53%	226	30.10%	286	38.15%	691	92.13%
1310	411	100%	37	8.99%	42	10.22%	18	4.47%	15	3.70%	113	27.38%
1311	815	100%	70	8.55%	206	25.25%	130	15.97%	153	18.74%	558	68.52%
1312	266	100%	24	8.99%	27	10.22%	12	4.47%	10	3.70%	73	27.38%
1313	340	100%	97	28.43%	7	2.17%	22	6.46%	11	3.38%	137	40.43%
1314	419	100%	38	9.04%	42	9.94%	75	17.91%	112	26.74%	267	63.63%
1315	739	100%	18	2.37%	72	9.79%	25	3.35%	10	1.41%	125	16.92%
1316	64	100%	6	9.55%	5	8.30%	3	5.36%	2	3.03%	17	26.23%
1317	474	100%	11	2.37%	46	9.79%	16	3.35%	7	1.41%	80	16.92%
1318	806	100%	77	9.54%	67	8.29%	43	5.37%	25	3.05%	212	26.25%
1319	344	100%	73	21.14%	12	3.49%	19	5.45%	15	4.22%	118	34.30%
1320	544	100%	55	10.04%	56	10.22%	20	3.61%	14	2.53%	144	26.40%
1321	803	100%	81	10.04%	82	10.22%	29	3.61%	20	2.54%	212	26.40%
1322	492	100%	27	5.53%	101	20.55%	22	4.44%	8	1.69%	158	32.21%
1323	863	100%	82	9.54%	72	8.29%	46	5.37%	26	3.05%	227	26.25%
1324	383	100%	10	2.59%	19	4.98%	13	3.34%	4	1.04%	46	11.96%
1325	393	100%	23	5.76%	93	23.57%	20	5.07%	10	2.63%	146	37.03%
1326	273	100%	16	5.76%	64	23.57%	14	5.07%	7	2.63%	101	37.03%
1327	1012	100%	97	9.58%	70	6.90%	44	4.31%	14	1.43%	225	22.22%
1328	853	100%	49	5.76%	201	23.57%	43	5.07%	22	2.63%	316	37.03%
1329	766	100%	79	10.31%	80	10.42%	33	4.26%	14	1.87%	206	26.86%
1330	529	100%	53	10.04%	54	10.22%	19	3.61%	13	2.53%	140	26.40%
1331	168	100%	17	10.04%	17	10.21%	6	3.61%	4	2.54%	44	26.39%
1332	321	100%	33	10.31%	33	10.42%	14	4.26%	6	1.87%	86	26.86%
1333	266	100%	17	6.55%	120	45.23%	14	5.15%	12	4.42%	163	61.35%
1334	1120	100%	73	6.55%	507	45.24%	58	5.15%	49	4.42%	687	61.35%
1335	267	100%	18	6.79%	52	19.38%	28	10.57%	34	12.70%	132	49.45%
1336	207	100%	14	6.79%	40	19.38%	22	10.57%	26	12.71%	102	49.45%
1337	471	100%	41	8.70%	22	4.58%	37	7.80%	30	6.35%	129	27.42%
1338	18	100%	2	11.61%	3	18.33%	1	7.11%	2	8.56%	8	45.61%
1339	1365	100%	158	11.61%	250	18.35%	97	7.10%	117	8.59%	623	45.65%
1340	3	100%	0	11.67%	1	18.33%	0	7.00%	0	8.67%	1	45.67%

1341	18	100%	2	11.61%	3	18.33%	1	7.11%	2	8.56%	8	45.61%
1342	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1343	396	100%	34	8.70%	18	4.58%	31	7.80%	25	6.35%	109	27.42%
1344	631	100%	16	2.59%	31	4.98%	21	3.35%	7	1.04%	75	11.96%
1345	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1346	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1347	883	100%	31	3.53%	43	4.86%	26	2.91%	8	0.89%	108	12.20%
1348	991	100%	35	3.53%	48	4.86%	29	2.91%	9	0.89%	121	12.20%
1349	227	100%	8	3.53%	11	4.86%	7	2.91%	2	0.90%	28	12.20%
1350	510	100%	18	3.53%	25	4.86%	15	2.91%	5	0.89%	62	12.20%
1351	294	100%	9	3.01%	32	10.91%	10	3.35%	5	1.82%	56	19.08%
1352	960	100%	29	3.01%	105	10.91%	32	3.35%	17	1.82%	183	19.08%
1353	430	100%	13	3.01%	47	10.91%	14	3.35%	8	1.82%	82	19.08%
1354	375	100%	82	21.87%	53	14.24%	15	4.09%	8	2.11%	159	42.32%
1355	340	100%	29	8.56%	86	25.25%	54	15.97%	64	18.75%	233	68.52%
1356	10	100%	1	11.90%	1	8.40%	0	3.20%	0	2.00%	3	25.50%
1357	74	100%	3	3.54%	4	4.86%	2	2.91%	1	0.89%	9	12.20%
1358	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1359	11	100%	0	3.55%	1	4.82%	0	2.91%	0	0.91%	1	12.18%
1360	0	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
1361	62	100%	2	3.53%	3	4.85%	2	2.90%	1	0.90%	8	12.19%
1362	280	100%	20	7.02%	14	5.08%	16	5.89%	18	6.41%	68	24.40%
1363	122	100%	9	7.02%	6	5.08%	7	5.89%	8	6.41%	30	24.39%
1364	1011	100%	71	7.02%	51	5.08%	60	5.89%	65	6.42%	247	24.40%
1365	70	100%	2	3.54%	3	4.87%	2	2.90%	1	0.91%	9	12.23%
1366	107	100%	4	3.53%	5	4.86%	3	2.91%	1	0.90%	13	12.20%
1367	246	100%	17	7.02%	12	5.08%	14	5.89%	16	6.41%	60	24.40%
1368	356	100%	25	7.02%	18	5.08%	21	5.88%	23	6.42%	87	24.40%
1369	311	100%	22	7.02%	16	5.08%	18	5.89%	20	6.41%	76	24.40%
1370	1279	100%	222	17.34%	84	6.54%	385	30.10%	488	38.15%	1178	92.13%
1371	1123	100%	96	8.55%	284	25.25%	179	15.97%	210	18.74%	769	68.52%
1372	758	100%	65	8.55%	191	25.25%	121	15.97%	142	18.74%	519	68.52%
1373	1907	100%	134	7.02%	97	5.08%	112	5.89%	122	6.42%	465	24.40%
1374	123	100%	9	7.02%	6	5.08%	7	5.89%	8	6.42%	30	24.41%

Population Total:	133822	15927	9023	11017	10681	46648
Total Percentages:	100.00%	11.90%	6.74%	8.23%	7.98%	34.86%

Chapel Hill Transit Passenger Survey

...helping organizations make better decisions since 1982

Findings
Report

Submitted to Chapel Hill Transit by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

December 2018



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2018 Chapel Hill Transit (CHT) Passenger Survey Executive Summary

Introduction

ETC Institute conducted a survey of Chapel Hill Transit (CHT) passengers. The survey was administered to a random sample of 1,462 riders on both express and local CHT routes. The overall results for the sample of 1,462 riders have a 95% level of confidence with a precision of +/-2.0%. The primary objective of the survey was to gather input from riders to identify ways to improve transit services to better serve users. This was the fourth Transit Passenger Survey administered by CHT; the first was in the spring of 2010, the second in the spring of 2012, and the third in the spring of 2016. Some of the topics addressed on the survey included:

- Frequency of use
- Purpose of trips
- Whether or not passengers are riding because they choose to, or if they have no other means of transportation
- Means of egress and access into the system
- Factors which would contribute to passengers riding more often
- Levels of satisfaction with various aspects of CHT service
- Ways in which passengers obtain information on CHT

The survey was administered onboard CHT buses by trained staff from ETC Institute. The goal was to complete 1,200 surveys, 200 surveys with riders on express routes, and 1,000 surveys with riders on local routes. The goal was exceeded by over 200 completed surveys.

The routes surveyed include: A, CCX, CL, CM, CPX, CW, D, DX, F, FCX, G, HS, HU, J, JFX, JN, L, N, NI, NS, NU, RL, RU, S, T, U, and V.

The following section contains a brief summary of the major findings from the passenger survey; the full passenger survey report includes the following:

- Charts depicting the results of the survey and comparisons to the 2016 survey results when applicable
- Importance-satisfaction analysis tables

- Tables that show crosstabulations of the survey results by type of route (combined, express only, & local only routes)
- A copy of the survey instrument

Characteristics of Transit Riders and Select Findings

- **Age of Transit Riders:**
 - Seventy-seven percent (77%) of CHT riders were under the age of 35, while 9% of riders were ages 35-44.
 - Seventy-seven (77%) of riders in 2016 were under the age of 35, while 10% were ages 35-44.
 - Riders age 55-64 increased from 4% in 2016 to 6% in 2018.
- **Annual Household Income:** Fifty-one percent (51%) of riders surveyed had an income under \$30,000. Fifty-one percent (51%) of riders surveyed had an income under \$30,000 in 2016.
- **Occupation of Transit Riders:** The most common occupations of transit riders were: student (59%), professional (20%), skilled technician (4%), and various service industry occupations (4%). Only 2% of riders identified as unemployed, a one percent (1%) decrease from 2016 (3%). In 2016 the most common occupations of transit riders were: student (55%), professional (22%), and skilled technician (5%).
- **Status of Rider's UNC Affiliation:** The most common relationships with UNC were: undergraduate student (34%), graduate student (29%), employee at UNC hospital (13%), and staff/contractor at UNC (10%). On express routes 34% of riders identified as employees at UNC hospital, and on local routes 38% identified as undergraduate students at UNC.
- **How Often Transit Riders Use Chapel Hill Transit:** Fifty-two percent (52%) of riders used public transit at least 5 days a week; 19% used it 3 to 4 days a week, 10% used it 2 days or less per week, and 1% of riders surveyed were riding for their first time. In 2016 sixty-eight percent (68%) of riders used public transit at least 5 days a week, and 11% used it 2 days or less a week.
- **How Long Transit Riders Have Been Using Chapel Hill Transit:** Thirty-nine percent (39%) of riders surveyed have been using CHT less than a year. One-quarter (25%) of riders surveyed have been using CHT between 1 to 2 years; 37% of riders surveyed have

been using CHT for over 3 years. Similar results were observed in 2016, 39% of riders had been using CHT for 1 year or less; 26% had been using CHT between 1 to 2 years.

- **Vehicle Availability and Reasons for Use:** Sixty-two percent (62%) of riders surveyed indicated they had another vehicle they could have used to make their trip, and 38% did not. Of those riders who did own a car, the most frequently mentioned reason they used the bus were because parking is too expensive (72%, 53% in 2016), parking is hard to find (61%, 48% in 2016), and they cared about the environment (30%, 24% in 2016). Of those riders who did not own a car, the most frequently mentioned reasons they used the bus were because it was their only alternative (59%, 63% in 2016), they did not have a vehicle available for this trip (27%, 10% in 2016), and no driver's license (21%).
- **Purpose of the Trip:** The most frequently mentioned destinations of riders surveyed were: college (46%), or work (42%).
- **How Transit Riders Got to the Bus:** The two most frequently mentioned ways riders got to the bus were: they walked (75%, 80% in 2016), and they drove a vehicle (20%, 15% in 2016).
- **Overall Ratings of the Quality of Chapel Hill Transit:** Excluding “don't know” responses, 89% of riders surveyed rated the overall quality of CHT as either excellent or good; 10% felt it was average, and only 1% felt it was poor. Similar results were seen in 2016: 89% of riders surveyed rated the overall quality of CHT as either excellent or good; 10% felt it was average, and only 1% felt it was poor.
- **Transit Services Riders Were Most Satisfied With:** The transit services riders were most satisfied with, based upon a combined percentage of “very satisfied” and “satisfied” responses were: the cleanliness/maintenance of buses (91%), how safe riders feel while using the bus (90%), courtesy/customer service of operators (88%), how close bus stops are located to their workplace (88%), and how safely bus drivers operate their vehicles (87%). These ratings are very similar to the 2016 ratings, the top five services riders were most satisfied with in 2018 are the same as in 2016.
- **Transit Services Riders Were Least Satisfied With:** The transit services riders were least satisfied with, based upon a combination of “very dissatisfied” and “dissatisfied” responses were: availability of bus shelters at bus stops (12%), hours bus service is offered (18%), and the availability of bus service on Saturdays (34%), and Sundays (39%). The availability of service on Saturday and Sunday have remained an issue of least satisfaction since 2012.
- **Chapel Hill Transit Services Riders Felt Were Most Important:** The transit services most important to riders was the timeliness of buses (64%). Other services riders felt were important were: the hours bus service is offered (25%), this service was also one of

services riders was least satisfied with. How quickly buses get riders to their destination (31%) was also a service riders felt was important.

- **Items That Would Encourage Riders to Use Public Transit More Often:** The items that would most encourage riders to use CHT more often were: more frequent service (48%), more service offered later in the evenings (42%), and more service offered on Saturday (37%) and Sunday (34%). These items remained similar to the reasons in 2016 that would most encourage riders to use CHT more often. In 2018, only seven percent (7%) of riders surveyed indicated that a fuel price increase would encourage them to ride transit more often, while in 2016 seventeen percent (17%) of riders selected this response.

- **Other Findings:**
 - In 2016 over half (55%) of riders surveyed indicated they typically use the CHT website to get information about CHT services. In 2018 that number dropped from 55% to 43% and the most used method for getting information about CHT services, mobile apps, rose from 59% in 2016 to 64% in 2018.

 - From 2016 to 2018 the trip planners riders use did not drastically change. In 2016 over half (55%) of riders indicated they did not use Google Transit or GoTriangle as a trip planner. In 2018 over half of riders (56%) still indicated that they do not use Google Transit or GoTriangle as a trip planner.

 - Between 2016 and 2018 the percentage of riders who indicated they would be using CHT a year from now stayed about the same (83% in 2018, 84% in 2016). Similarly in 2016 and 2018 only 1% of riders surveyed indicated they “don’t know” if they will be using CHT a year from now.

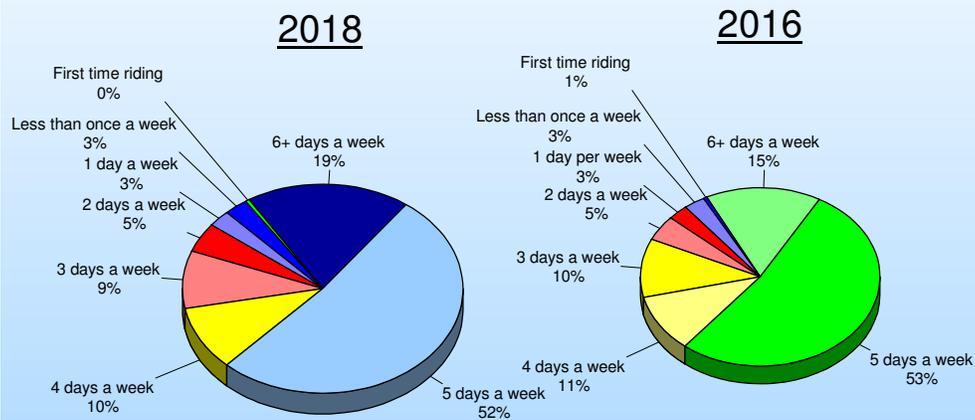
Section 1:

Charts and Graphs

Overall Results

How Often Customers Use Chapel Hill Transit (CHT)

by percentage of the riders surveyed

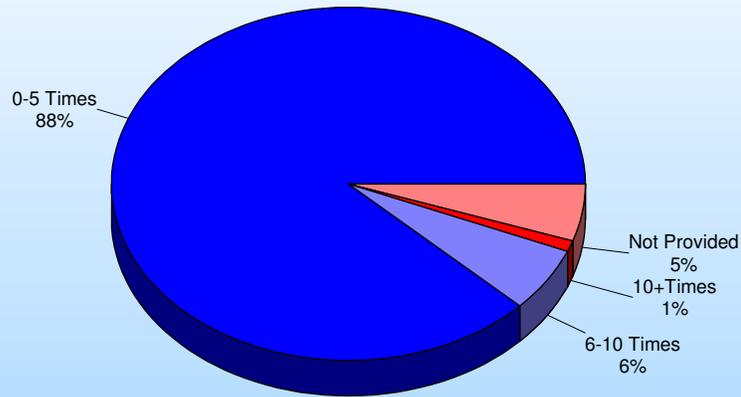


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

How Many Times Per Week Customers Use CHT for Trips Other Than Work and School

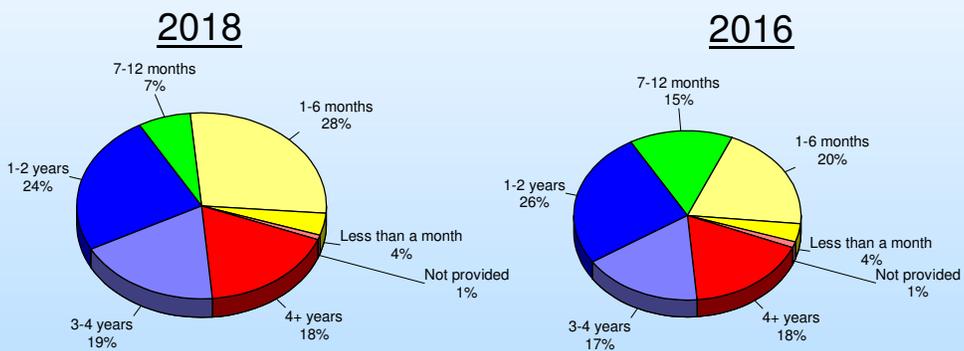
by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

How Long Customers Have Been Using CHT's Services At Least Once A Week

by percentage of the riders surveyed

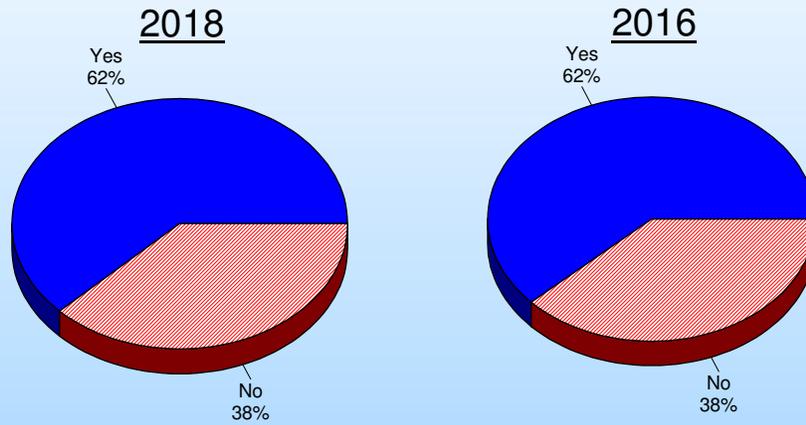


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Does Customer Have Another Vehicle that Could be Used to Make This Trip?

by percentage of the riders surveyed (excluding "don't know")

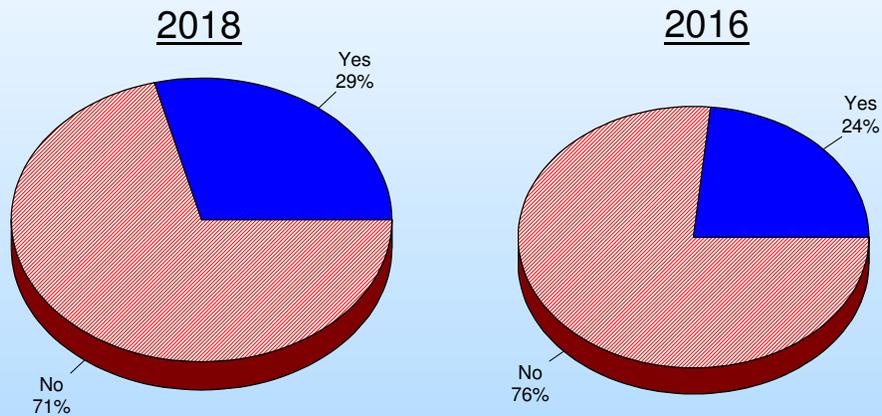


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Did Customer Board Bus at a Park and Ride Location

by percentage of the riders surveyed

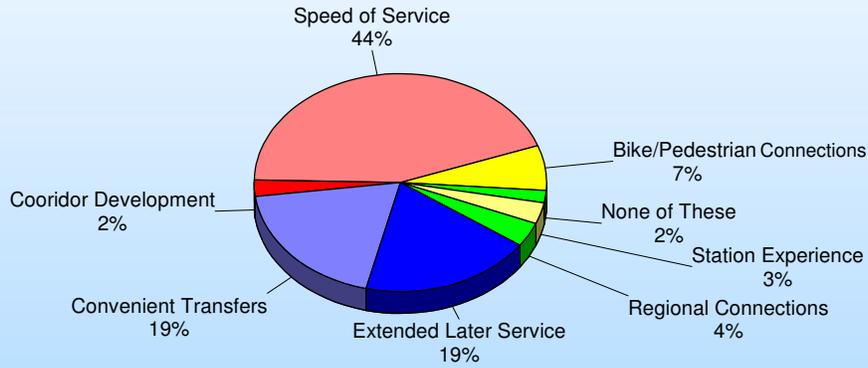


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

What is Most Important to Customers in a Bus Rapid Transit System

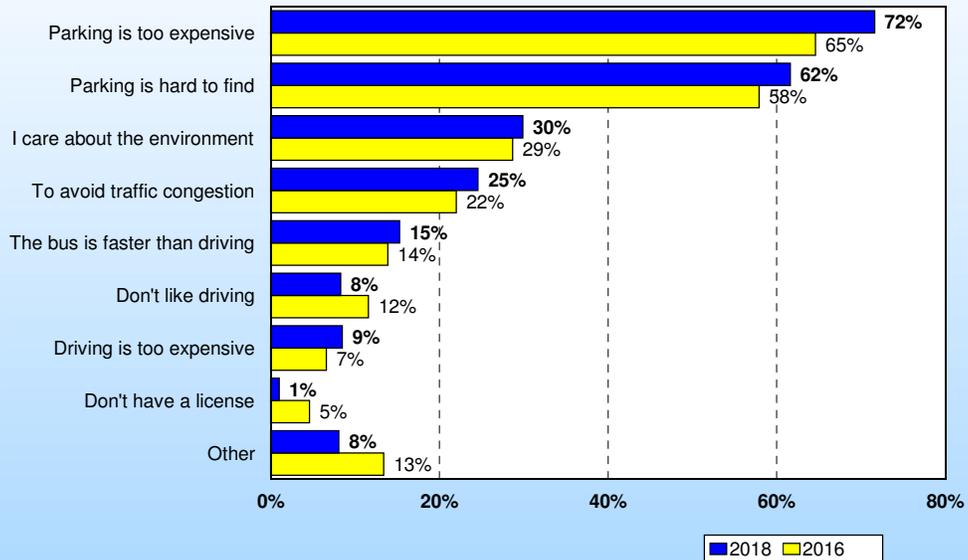
by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Reasons Customers Used Public Transit If They Owned a Car

by percentage of riders who owned a car (multiple responses allowed)

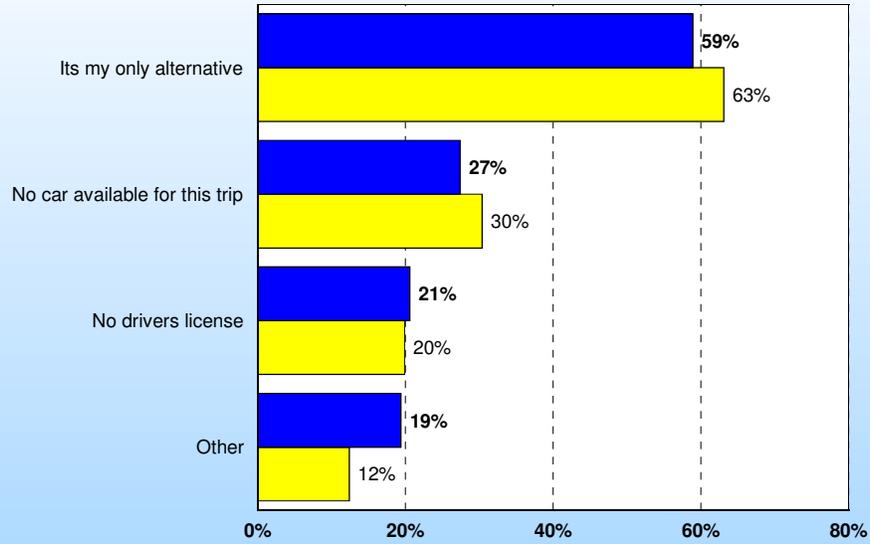


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Reasons Customers Used Public Transit If They Did Not Own a Car

by percentage of riders who did not own a car (multiple responses allowed)



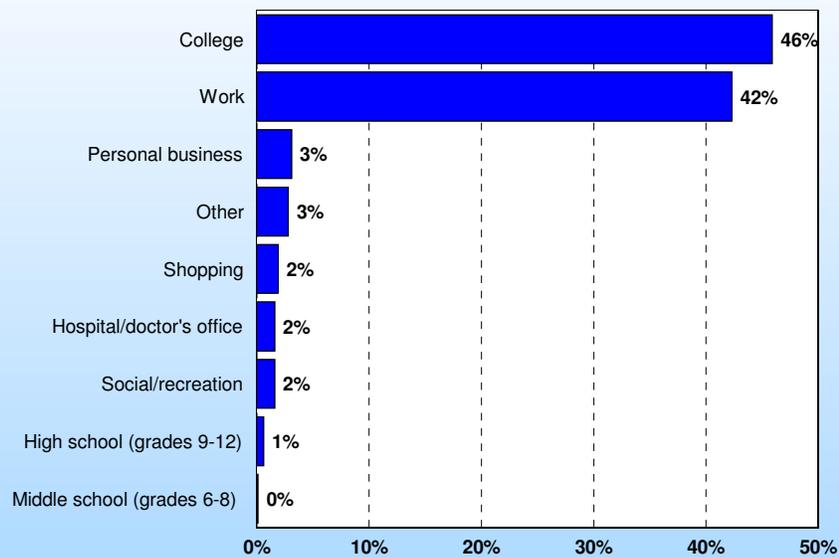
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016

TRENDS

Purpose of the Trip

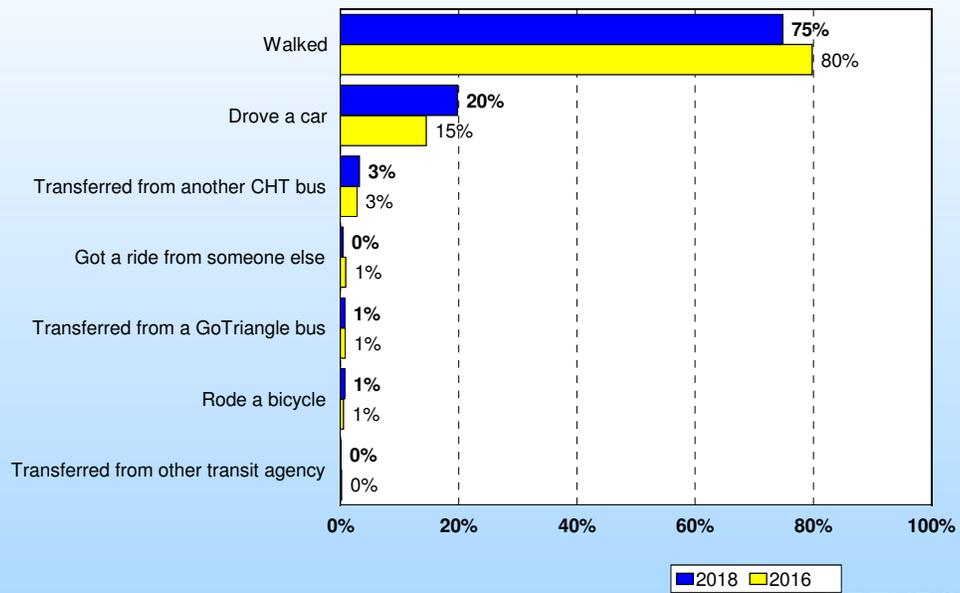
by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

How Customers Got to the Bus They Were Riding

by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Number of Blocks Customers Had to Walk to Get to the Bus They Were Riding

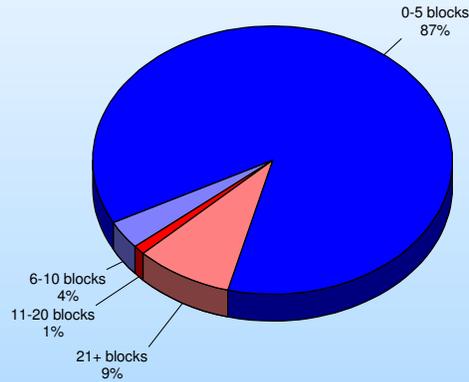
by percentage of riders who walked to get to the bus they were riding



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Number of Blocks The Nearest Bus Stop is Located From HOME

by percentage of the riders surveyed (excluding "don't know")



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Average Time It Takes Riders to Get From Home to Work Using the Bus

by percentage of the riders who were employed (excluding "don't know" responses)

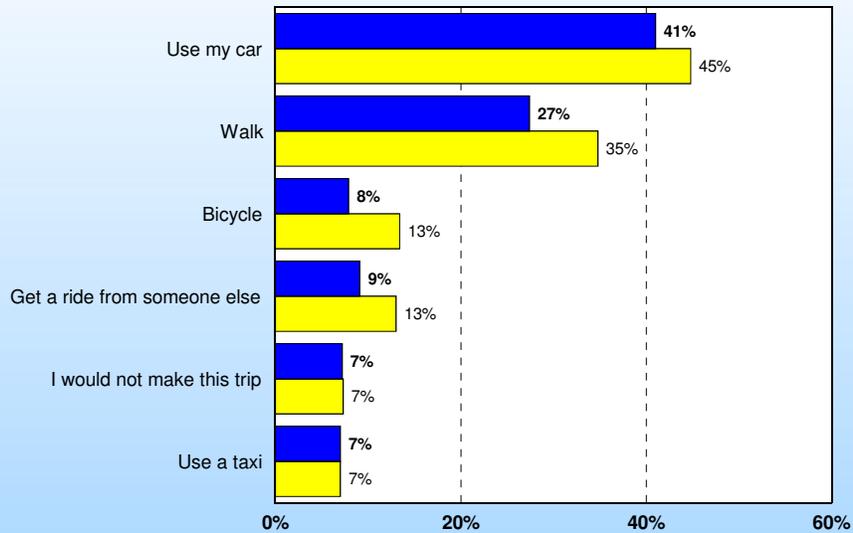


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

How Customers Would Have Made Their Trip If CHT Service Was Not Available

by percentage of the riders surveyed (multiple responses allowed)



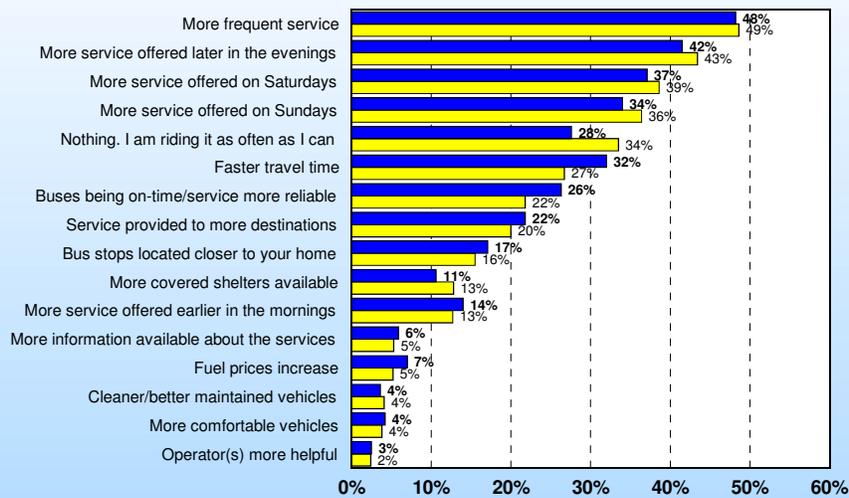
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

2018 2016

TRENDS

Items That Would Encourage Riders to Use CHT More Often

by percentage of the riders surveyed (multiple responses allowed)



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

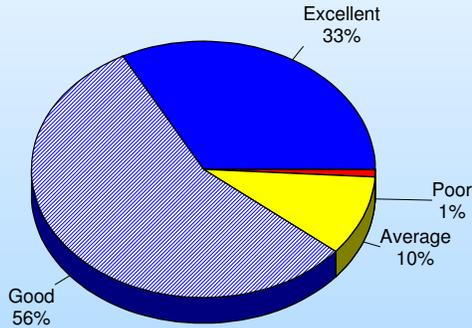
2018 2016

TRENDS

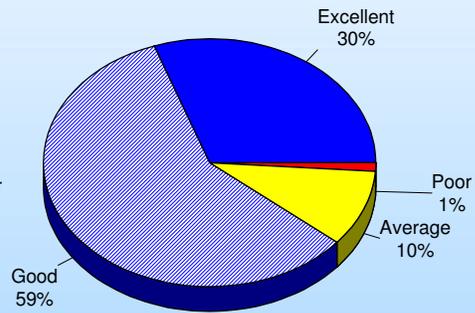
Overall Ratings of the Quality of Chapel Hill Transit

by percentage of the riders surveyed (excluding don't knows)

2018



2016



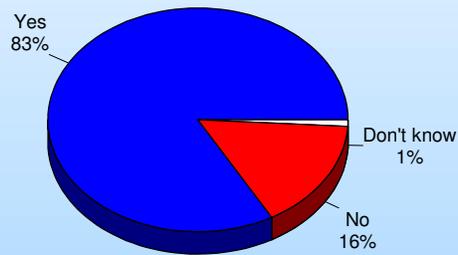
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

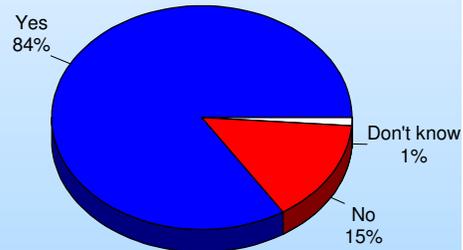
Do you think you will still be using CHT a year from now?

by percentage of the riders surveyed

2018



2016

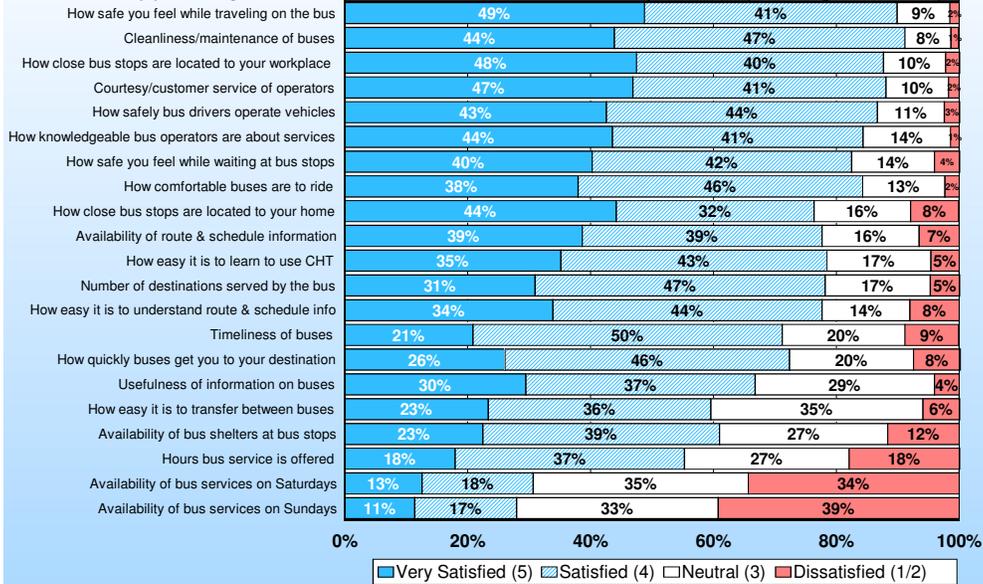


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Satisfaction With Various Aspects of Chapel Hill Transit: *Riders on Both Express and Local Routes*

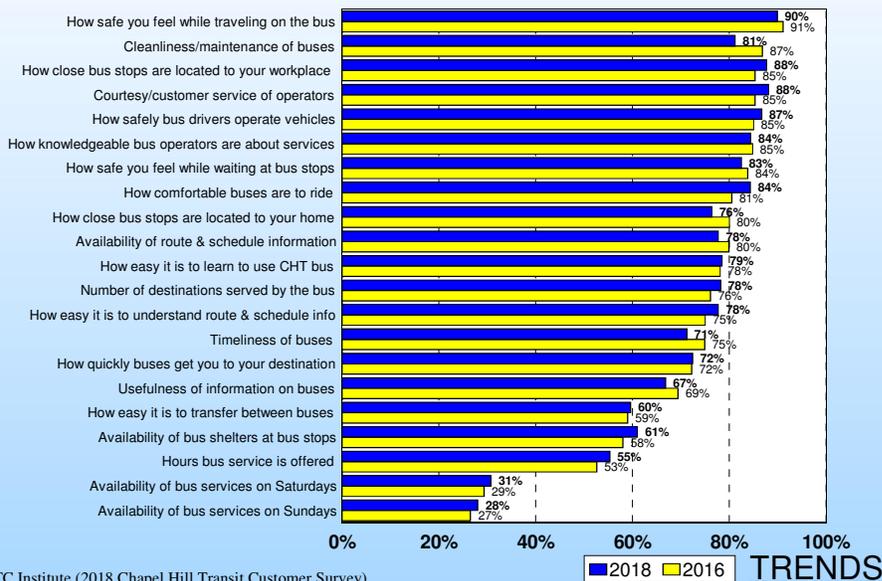
by percentage of riders who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Satisfaction With Various Aspects of Chapel Hill Transit: *Riders on Both Express and Local Routes*

by percentage of riders who rated the item as Very Satisfied or Satisfied on a 5-point scale (excluding don't knows)

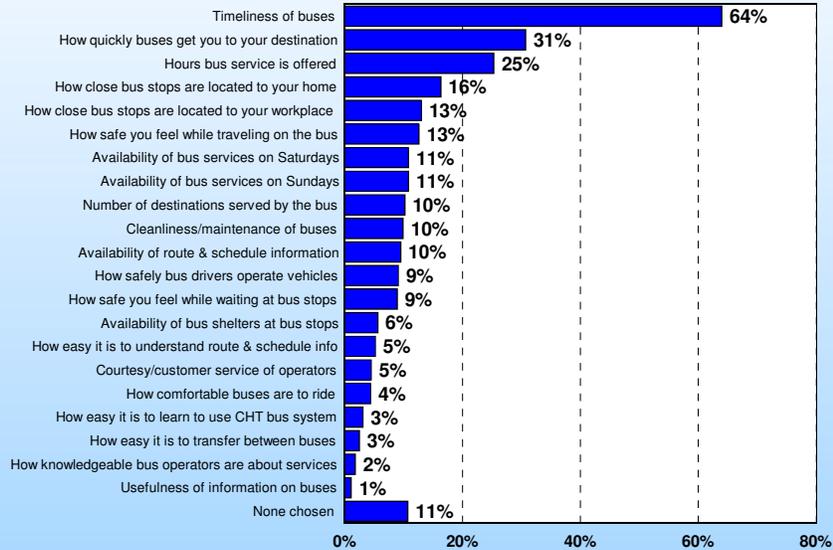


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

2018 2016 **TRENDS**

Chapel Hill Transit Services Residents Think Are Most Important: *Riders on Both Express and Local Routes*

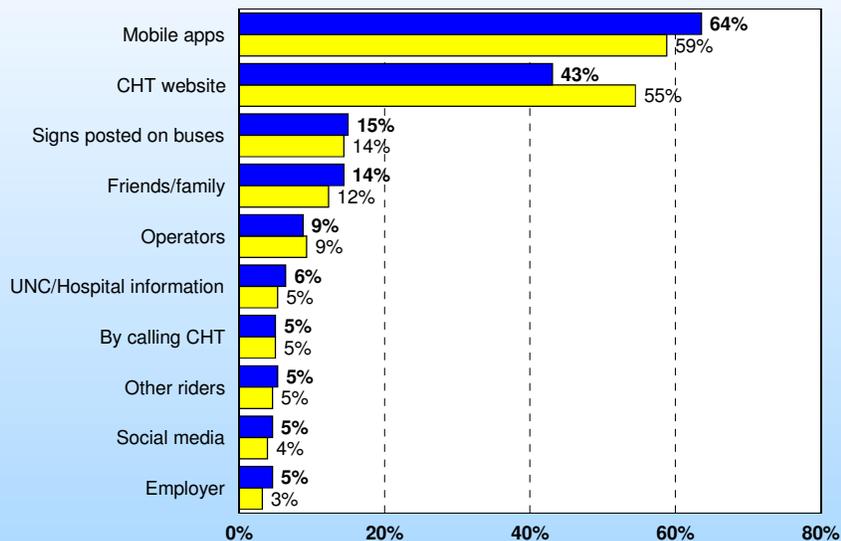
by percentage of riders who selected the item as one of their top three choices



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

How Riders Typically Get Information About CHT Services

by percentage of the riders surveyed (multiple responses allowed, excluding "Other")

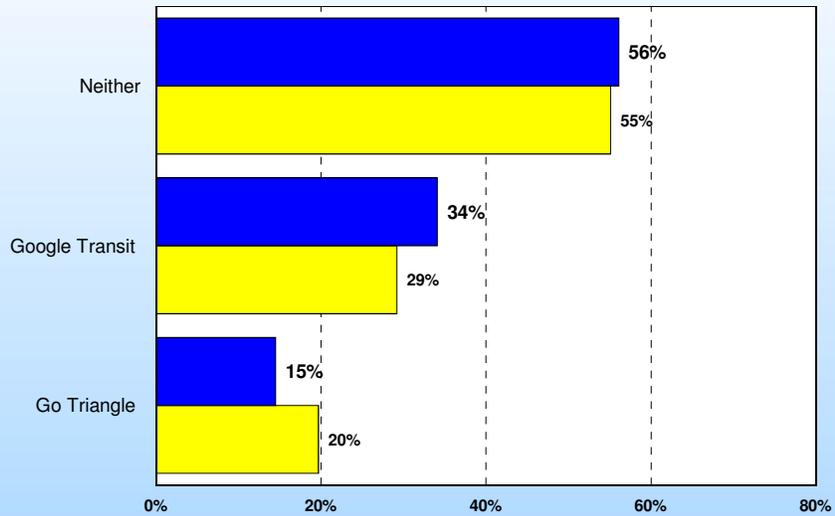


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016 **TRENDS**

Trip Planners Riders Use

by percentage of respondents surveyed

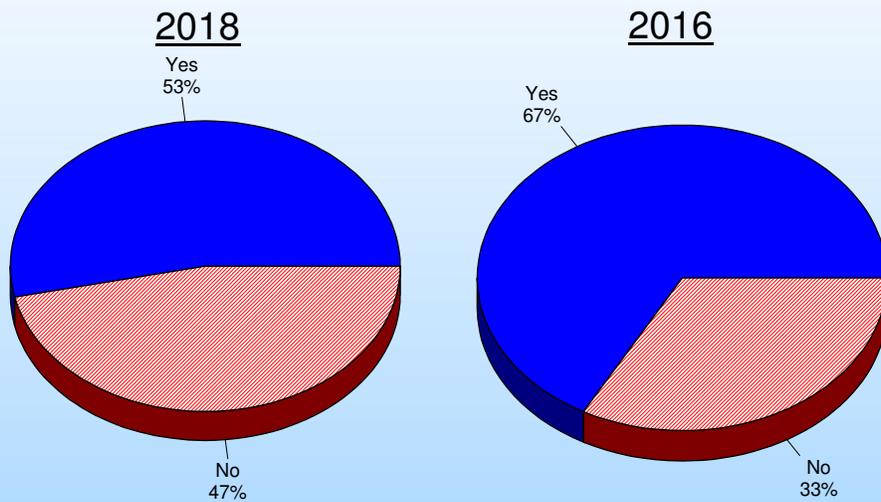


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016 **TRENDS**

Do you use CHT's NextBus?

by percentage of the riders surveyed

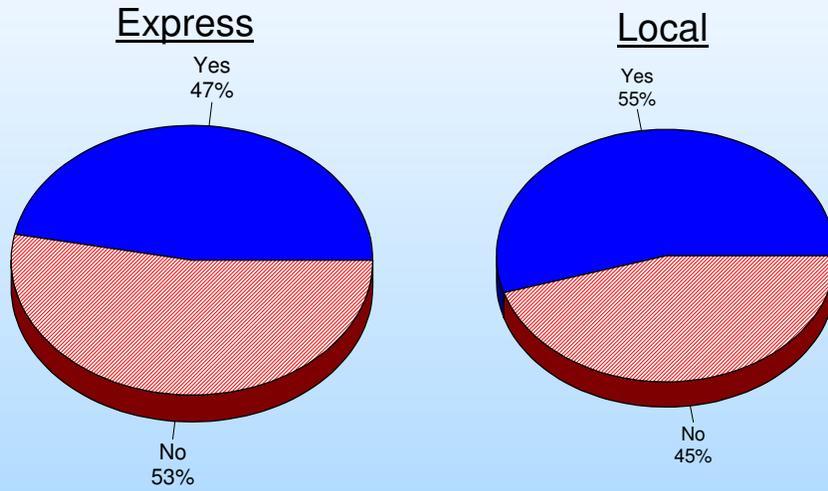


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Do you use CHT's NextBus?

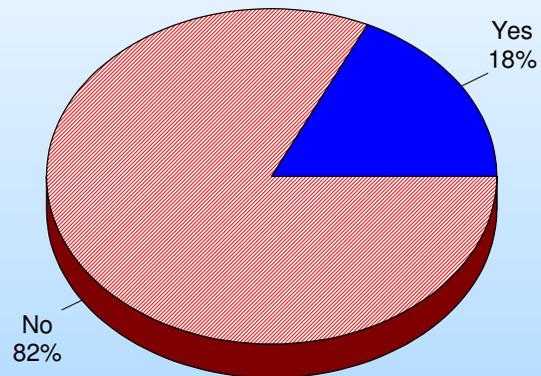
by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Would you like to receive email alerts about CHT services?

by percentage of the riders surveyed

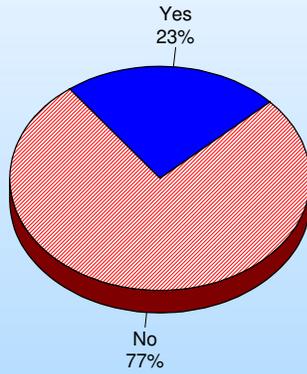


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

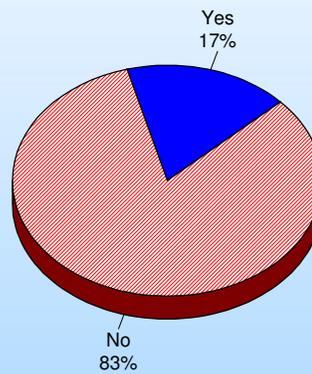
Would you like to receive email alerts about CHT services?

by percentage of the riders surveyed

Express



Local

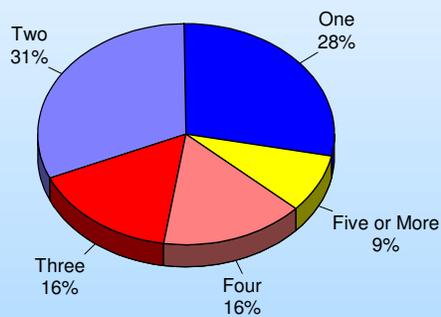


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

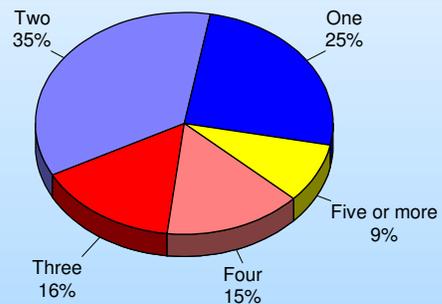
Number of People Living in the Household

by percentage of the riders surveyed

2018



2016



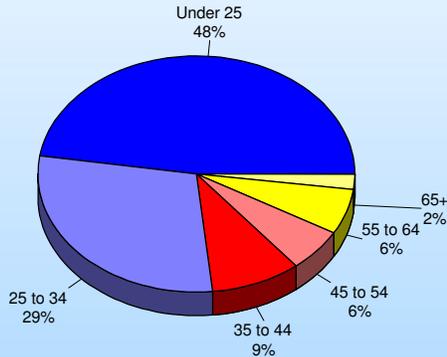
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

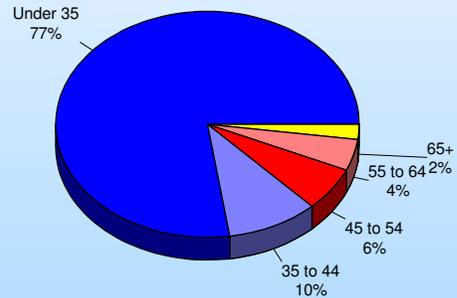
Age of Riders

by percentage of the riders surveyed

2018



2016



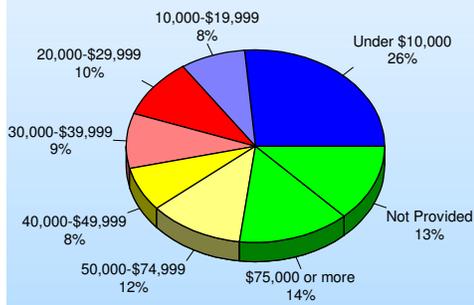
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

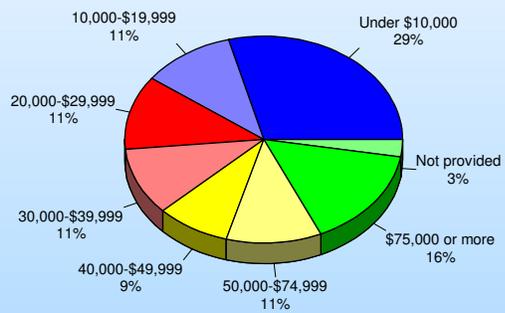
Total Annual Household Income

by percentage of the riders surveyed

2018



2016

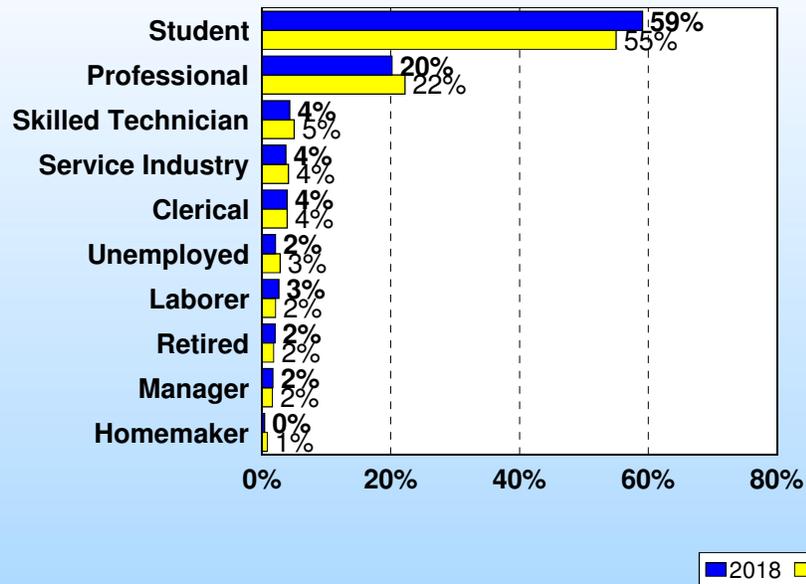


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Occupation of Riders

by percentage of the riders surveyed

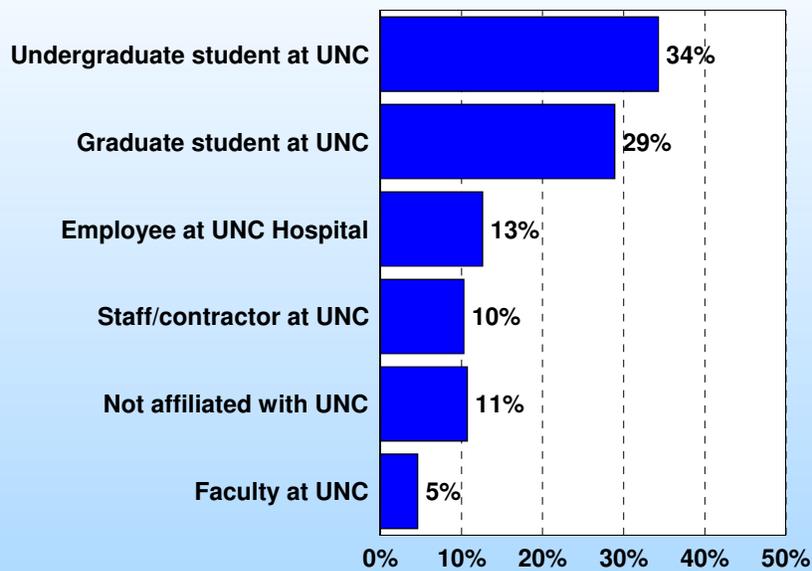


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

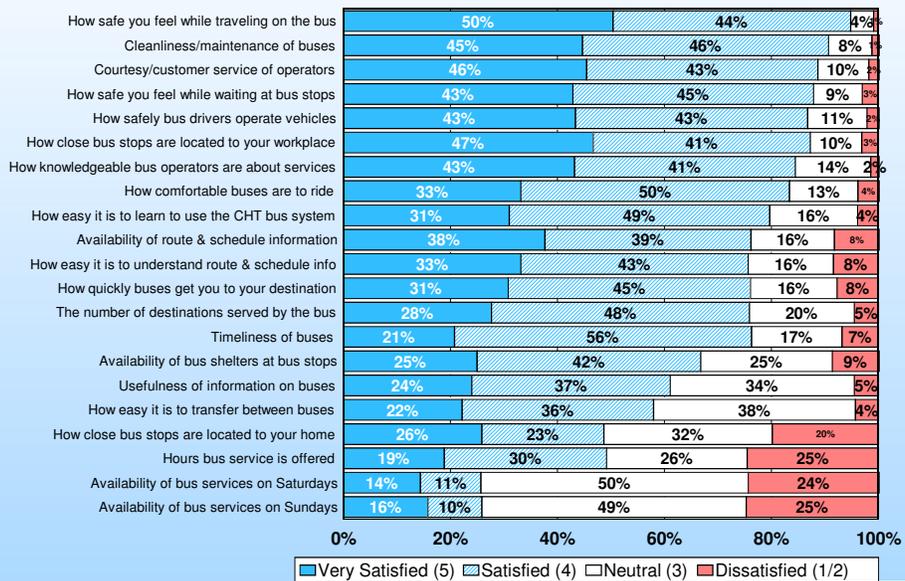


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Satisfaction With Various Aspects of Chapel Hill Transit: *Riders on Express Routes Only*

by percentage of riders who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

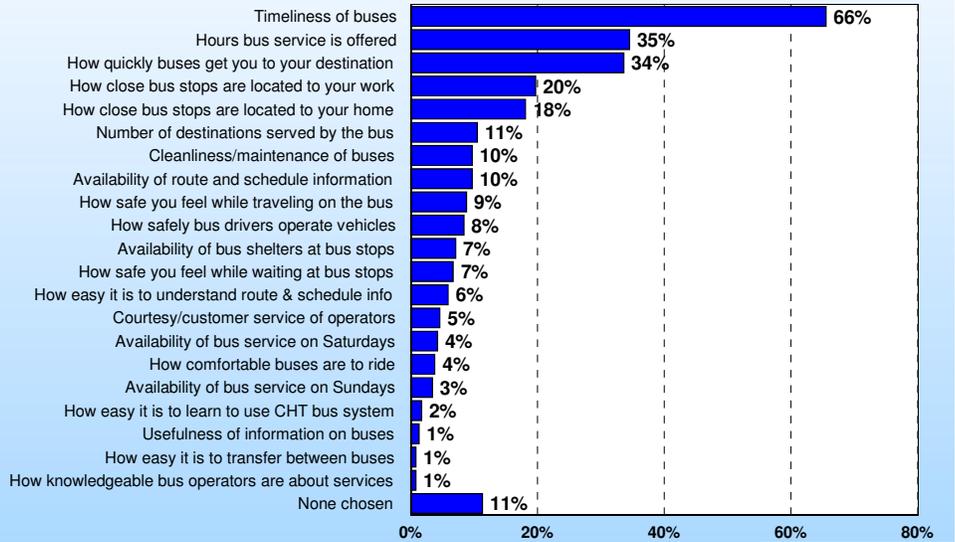


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Chapel Hill Transit Services Residents Think Are Most Important: *Riders on Express Routes Only*

by percentage of riders who selected the item as one of their top three choices

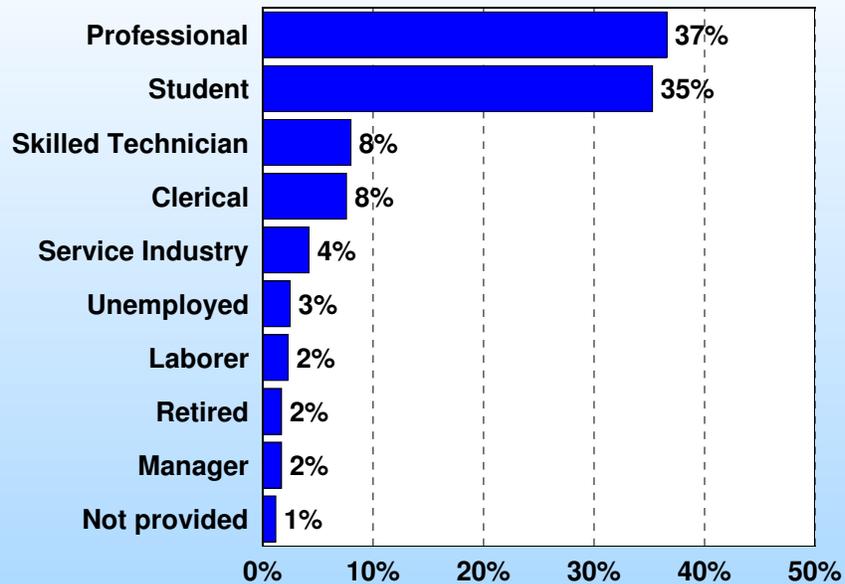


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Occupation of Riders

by percentage of the riders surveyed

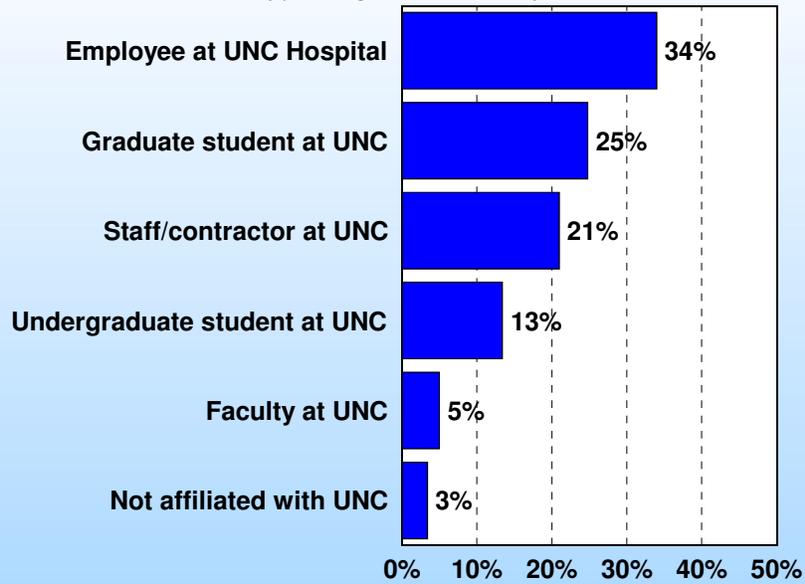


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

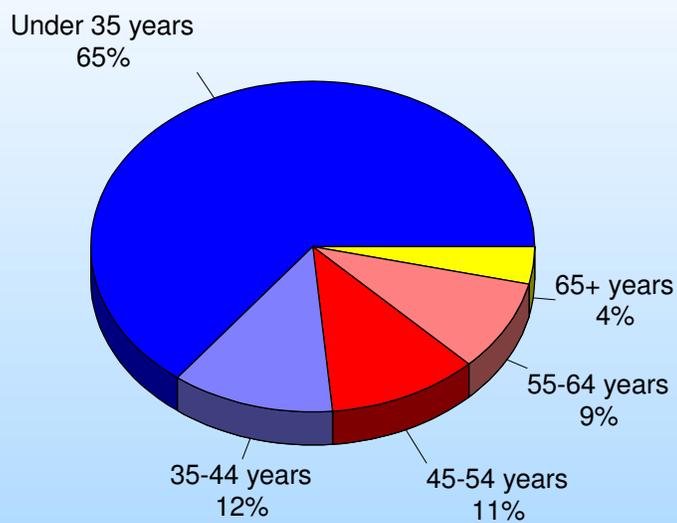


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Age of Riders

by percentage of the riders surveyed

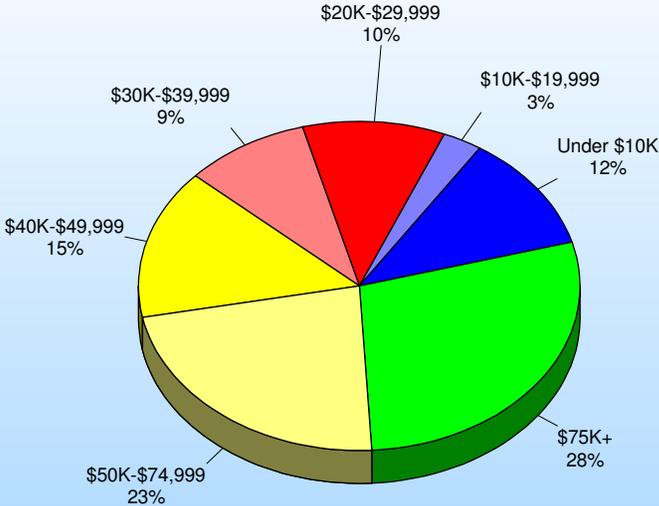


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Total Annual Household Income

by percentage of the riders surveyed



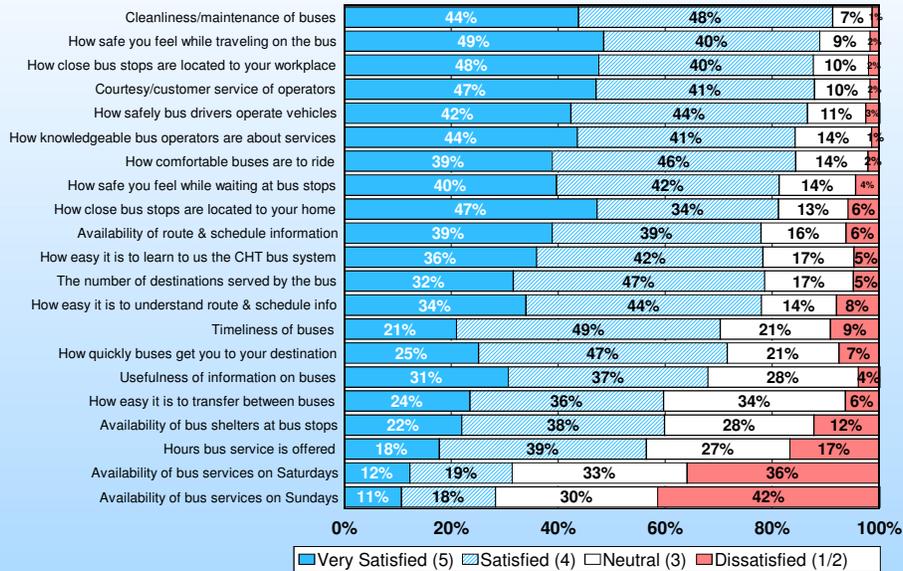
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

Local Routes

Satisfaction With Various Aspects of Chapel Hill Transit: *Riders on Local Routes Only*

by percentage of riders who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

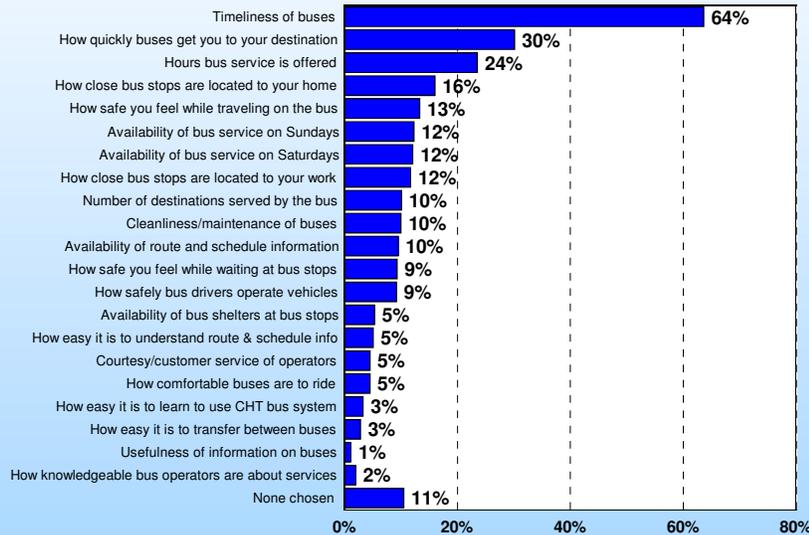


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Chapel Hill Transit Services Residents Think Are Most Important: *Riders on Local Routes Only*

by percentage of riders who selected the item as one of their top three choices

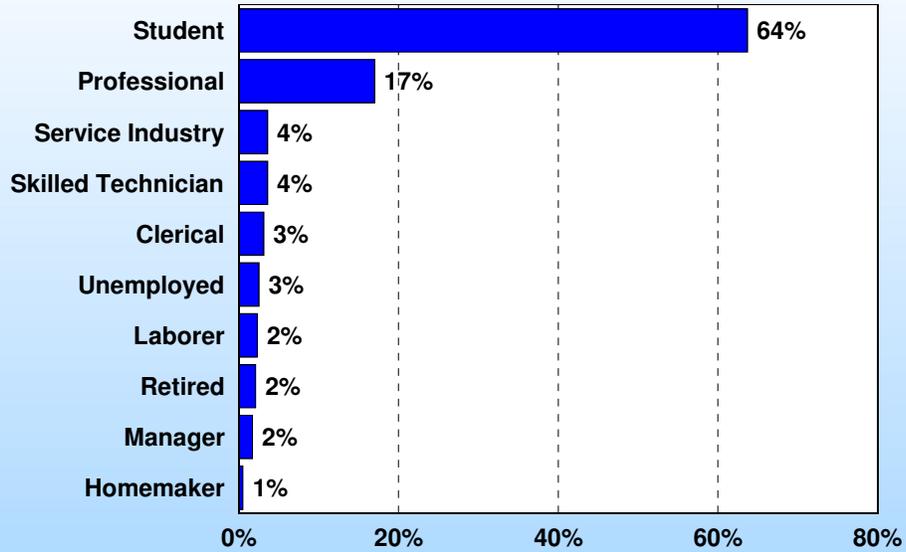


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Occupation of Riders

by percentage of the riders surveyed

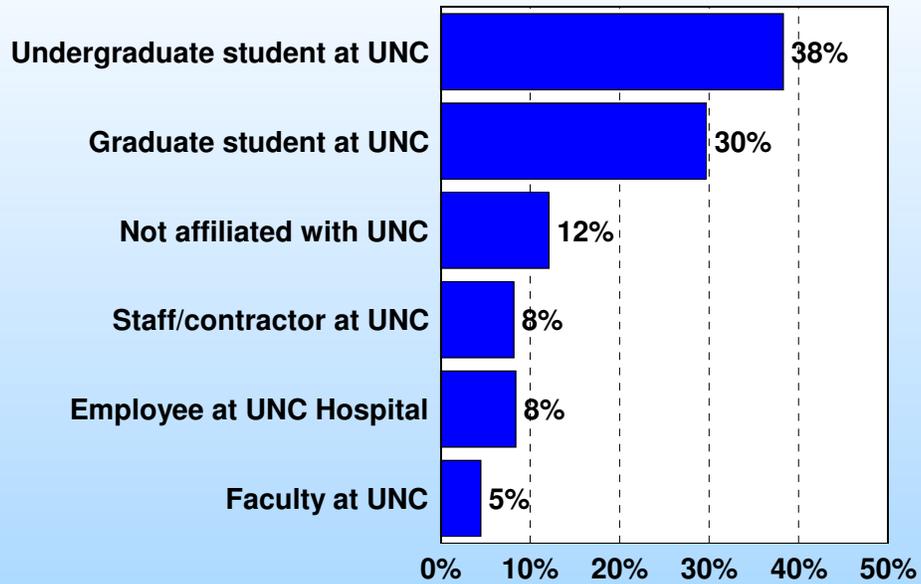


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

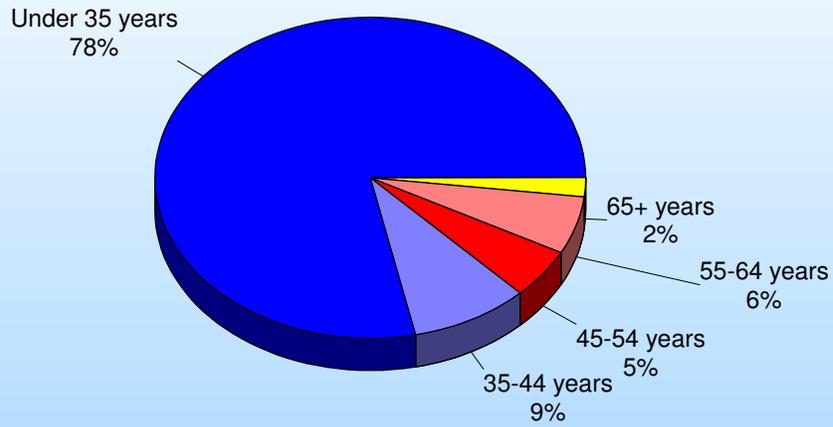


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Age of Riders

by percentage of the riders surveyed

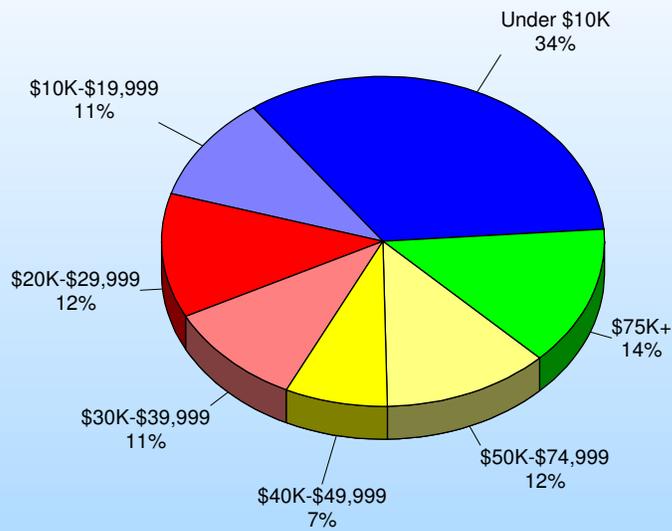


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Total Annual Household Income

by percentage of the riders surveyed



Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

Section 2:

*Importance-
Satisfaction Analysis*

Importance-Satisfaction Analysis

Chapel Hill Transit

Overview

Today, transit agencies have limited resources that need to be targeted to activities that are of the most benefit to their customers. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to customers; and (2) to target resources toward those services where customers are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows transit agencies to better understand both of these highly important decision making criteria for the services they are providing. The Importance-Satisfaction rating is based on the concept that transit agencies will maximize overall customer satisfaction by emphasizing improvements in those services where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the agency to provide. This sum is then multiplied by 1 minus the percentage of users that indicated they were positively satisfied with the agency's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among services are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Riders were asked to identify the transit services they thought were most important for Chapel Hill Transit (CHT) to provide. Sixty-eight percent (68%) of all riders ranked the timeliness of buses as the most important service for CHT to provide.

With regard to satisfaction, the timeliness of buses was ranked 14th among all users with 75% rating the timeliness of buses as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for the timeliness of buses was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 68% was multiplied by 25% (1-0.75). This calculation yielded an I-S rating of 0.1694, which was ranked first out of twenty-one services assessed.

- The maximum rating is 1.00 and would be achieved when 100% of customers select an activity as one of the most important services for the agency to provide and 0% indicated that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of customers were positively satisfied with the delivery of the service.
- if none (0%) of the riders selected the service as one of the most important areas for CHT to provide.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The importance-satisfaction results for all riders (riders on both express and local routes), for riders on express routes and riders on local routes are provided on subsequent pages.

Importance-Satisfaction Rating

2018 Chapel Hill Transit Customer Survey

Riders on Both Express and Local Routes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Timeliness of buses	64%	1	71%	15	0.1843	1
Hours bus service is offered	25%	3	55%	19	0.1131	2
Medium Priority (IS <.10)						
How quickly buses get you to your destination	31%	2	72%	14	0.0847	3
Availability of bus services on Sundays	11%	7	28%	21	0.0778	4
Availability of bus services on Saturdays	11%	8	31%	20	0.0748	5
How close bus stops are located to your home	16%	4	76%	13	0.0385	6
Number of destinations served by the bus	10%	9	78%	10	0.0222	7
Availability of bus shelters at bus stops	6%	15	61%	17	0.0218	8
Availability of route & schedule information	10%	11	78%	11	0.0212	9
How easy it is to understand route & schedule information	10%	12	78%	12	0.0212	10
How close bus stops are located to your workplace	13%	5	88%	4	0.0160	11
How safe you feel while waiting at bus stops	9%	14	83%	8	0.0156	12
How safe you feel while traveling on the bus	13%	6	90%	2	0.0127	13
How safely bus drivers operate vehicles	9%	13	87%	5	0.0121	14
How easy it is to transfer between buses	3%	19	60%	18	0.0101	15
Cleanliness/maintenance of buses	10%	10	91%	1	0.0087	16
How comfortable buses are to ride	4%	17	84%	7	0.0069	17
How easy it is to learn to use CHT	3%	18	79%	9	0.0067	18
Courtesy/customer service of operators	5%	16	88%	3	0.0054	19
Usefulness of information on buses	1%	21	67%	16	0.0037	20
How knowledgeable bus operators are about services	2%	20	84%	6	0.0028	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Riders were asked to identify the items they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Riders ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2018 Chapel Hill Transit Customer Survey

Riders on Local Routes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Timeliness of buses	64%	1	70%	15	0.1889	1
Hours bus service is offered	24%	3	57%	19	0.1022	2
<i>Medium Priority (IS <.10)</i>						
Availability of bus services on Sundays	12%	6	28%	21	0.0882	3
How quickly buses get you to your destination	30%	2	72%	14	0.0855	4
Availability of bus services on Saturdays	12%	7	31%	20	0.0830	5
How close bus stops are located to your home	16%	4	81%	9	0.0301	6
The number of destinations served by the bus	10%	9	79%	10	0.0216	7
Availability of bus shelters at bus stops	5%	14	60%	17	0.0213	8
Availability of route & schedule information	10%	11	78%	13	0.0210	9
How safe you feel while waiting at bus stops	9%	12	81%	8	0.0174	10
How safe you feel while traveling on the bus	13%	5	89%	2	0.0148	11
How close bus stops are located to your workplace	12%	8	88%	4	0.0144	12
How safely bus drivers operate vehicles	9%	13	87%	5	0.0123	13
How easy it is to transfer between buses	3%	19	60%	18	0.0113	14
How easy it is to understand route & schedule information	5%	15	78%	12	0.0112	15
Cleanliness/maintenance of buses	10%	10	91%	1	0.0087	16
How easy it is to learn to us the CHT bus system	3%	18	78%	11	0.0072	17
How comfortable buses are to ride	5%	16	84%	6	0.0070	18
Courtesy/customer service of operators	5%	17	88%	3	0.0054	19
Usefulness of information on buses	1%	21	68%	16	0.0035	20
How knowledgeable bus operators are about services	2%	20	84%	7	0.0031	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Riders were asked to identify the items they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Riders ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2018 Chapel Hill Transit Customer Survey

Riders on Express Routes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Timeliness of buses	66%	1	71%	15	0.1886	1
Hours bus service is offered	35%	2	55%	19	0.1542	2
<i>Medium Priority (IS <.10)</i>						
How quickly buses get you to your destination	34%	3	72%	14	0.0927	3
How close bus stops are located to your home	18%	5	76%	13	0.0427	4
Availability of bus services on Saturdays	4%	15	31%	20	0.0291	5
Availability of bus shelters at bus stops	7%	11	61%	17	0.0277	6
Availability of bus services on Sundays	3%	17	28%	21	0.0245	7
How close bus stops are located to your workplace	20%	4	88%	4	0.0242	8
The number of destinations served by the bus	11%	6	78%	10	0.0229	9
Availability of route & schedule information	10%	8	78%	11	0.0216	10
How easy it is to understand route & schedule information	6%	13	78%	12	0.0132	11
How safe you feel while waiting at bus stops	7%	12	83%	8	0.0117	12
How safely bus drivers operate vehicles	8%	10	87%	5	0.0112	13
How safe you feel while traveling on the bus	9%	9	90%	2	0.0089	14
Cleanliness/maintenance of buses	10%	7	91%	1	0.0085	15
How comfortable buses are to ride	4%	16	84%	7	0.0060	16
Courtesy/customer service of operators	5%	14	88%	3	0.0055	17
Usefulness of information on buses	1%	19	67%	16	0.0043	18
How easy it is to learn to us the CHT bus system	2%	18	79%	9	0.0037	19
How easy it is to transfer between buses	1%	20	60%	18	0.0032	20
How knowledgeable bus operators are about services	1%	21	84%	6	0.0012	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Riders were asked to identify the items they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Riders ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 3:

***Crosstabulations of the
Survey Data (Overall)***

Q1. Which Route are you currently on?

Q1. Which Route are you currently on	Number	Percent
A	68	4.7 %
CCX	40	2.7 %
CL	10	0.7 %
CM	20	1.4 %
CPX	24	1.6 %
CW	46	3.1 %
D	124	8.5 %
F	60	4.1 %
FCX	122	8.3 %
G	37	2.5 %
HU	25	1.7 %
J	188	12.9 %
JFX	27	1.8 %
N	64	4.4 %
NS	186	12.7 %
NU	70	4.8 %
RU	117	8.0 %
S	67	4.6 %
T	49	3.4 %
U	91	6.2 %
V	27	1.8 %
Total	1462	100.0 %

Q2. How often do you use CHT?

Q2. How often do you use CHT	Number	Percent
less than once a week	41	2.8 %
1 day a week	38	2.6 %
2 days a week	68	4.7 %
3 days a week	127	8.7 %
4 days a week	147	10.1 %
5 days a week	759	51.9 %
6+ days a week	275	18.8 %
This is my first time riding	7	0.5 %
Total	1462	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school?

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	1285	87.9 %
6-10	88	6.0 %
10+	15	1.0 %
Not provided	74	5.1 %
Total	1462	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school? (without "not provided")

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	1285	92.6 %
6-10	88	6.3 %
10+	15	1.1 %
Total	1388	100.0 %

Q4. How long have you been using CHT's services at least once per week?

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	56	3.8 %
1-6 months	404	27.6 %
7-12 months	100	6.8 %
1-2 years	356	24.4 %
3-4 years	274	18.7 %
4+ years	261	17.9 %
Not provided	11	0.8 %
Total	1462	100.0 %

Q4. How long have you been using CHT's services at least once per week? (without "not provided")

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	56	3.9 %
1-6 months	404	27.8 %
7-12 months	100	6.9 %
1-2 years	356	24.5 %
3-4 years	274	18.9 %
4+ years	261	18.0 %
Total	1451	100.0 %

Q5. Do you have another vehicle that you could use to make this trip?

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	900	61.6 %
No	553	37.8 %
Not provided	9	0.6 %
Total	1462	100.0 %

Q5. Do you have another vehicle that you could use to make this trip? (without "not provided")

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	900	61.9 %
No	553	38.1 %
Total	1453	100.0 %

Q6. Did you board this bus at a Park and Ride location?

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	420	28.7 %
No	1032	70.6 %
Not provided	10	0.7 %
Total	1462	100.0 %

Q6. Did you board this bus at a Park and Ride location? (without "not provided")

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	420	28.9 %
No	1032	71.1 %
Total	1452	100.0 %

Q6a. If yes, which one?

Q6a. Which location	Number	Percent
FRIDAY CENTER	109	27.8 %
SOUTHERN VILLAGE	72	18.4 %
JONES FERRY	30	7.7 %
EUBANKS	16	4.1 %
54 LOT	12	3.1 %
CARBORRO PLAZA	10	2.6 %
FCX	9	2.3 %
CHATHAM COUNTY PARK & RIDE	9	2.3 %
CHATHAM COUNTY	8	2.0 %
HENDRICK PARK & RIDE	7	1.8 %
CHATHAM	7	1.8 %
MANNING DR	5	1.3 %
CCX	4	1.0 %
RIDE LOCATION	3	0.8 %
511 Manning	3	0.8 %
Franklin Street	3	0.8 %
RR LOT	3	0.8 %
NC 54 PARK AND RIDE	3	0.8 %
CPX CARRBORO PLAZA	3	0.8 %
ROTC	2	0.5 %
HEALTH SCIENCE LIBRARY	2	0.5 %
NS	2	0.5 %
NC 54	2	0.5 %
54 ST FRIDAY CENTER	2	0.5 %
S 54	2	0.5 %
S LOT	2	0.5 %
FRIDAY CNTR AS PARK N RIDE	1	0.3 %
BAILY HALL FAMILY	1	0.3 %
CCX PARK & RIDE /NS SOUTHERN VILLAGE	1	0.3 %
FRANKLIN & WOODS	1	0.3 %
DOBBINS DR	1	0.3 %
In front of the Wendy's/student store	1	0.3 %
511 STUDENT LOT	1	0.3 %
CCX-SECU	1	0.3 %
S, HU AND SHUTTLE BUS	1	0.3 %
CHATHAM COUNTY CCX	1	0.3 %
UNC Hosp (And Southern Village)	1	0.3 %
S Village	1	0.3 %
COLUMBIA & FRANKLIN	1	0.3 %
NC 54 HWY	1	0.3 %
FOX/FRIDAY CENTER	1	0.3 %
Weaver Dairy	1	0.3 %
UNC HOSPITAL	1	0.3 %
PTA Thrift Store	1	0.3 %
S 54 PARK AND RIDE	1	0.3 %
HENDRICK BUILDING	1	0.3 %
JFX-JONES FERRY	1	0.3 %
NC 54 OR FRIDAY CENTER	1	0.3 %
DURHAM TECH HILLSBOROUGH	1	0.3 %
CREIGHTON HILL	1	0.3 %
S Columbia St at ROTC	1	0.3 %
D	1	0.3 %
NC 54-FRIDAY CENTER	1	0.3 %
COLE PARK	1	0.3 %
S ELLIOTT RD	1	0.3 %
RT LOT	1	0.3 %
KENAN PARKING LOT	1	0.3 %
S11	1	0.3 %
RIDE LOCATION IN FRONT OF DORM	1	0.3 %
PARK	1	0.3 %
RAM 5	1	0.3 %
Hamilton Rd	1	0.3 %
NORTH FIELD	1	0.3 %
University Place	1	0.3 %
Park	1	0.3 %

Q6a. If yes, which one?

Q6a. Which location	Number	Percent
MUNICIPAL LOT	1	0.3 %
Student Store Stop	1	0.3 %
S11 Lot	1	0.3 %
Hospital	1	0.3 %
JFX	1	0.3 %
MLK	1	0.3 %
Patterson Place	1	0.3 %
NS-V	1	0.3 %
HARRIS TEETER	1	0.3 %
MLK & HOMESTEAD PARK	1	0.3 %
CIRTIS RD	1	0.3 %
CW	1	0.3 %
Estes Dr	1	0.3 %
Smith Center	1	0.3 %
Hinton James	1	0.3 %
Manning Dr at Public Safety	1	0.3 %
RIDE	1	0.3 %
KINGSWOOD	1	0.3 %
HU	1	0.3 %
FCX AND S	1	0.3 %
S & 54 PARKING LOT	1	0.3 %
MANNING (HOSPITAL)	1	0.3 %
Family Medicine	1	0.3 %
Total	392	100.0 %

Q7. What is most important to you in a Bus Rapid Transit System?

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
Bike/pedestrian connections	148	10.1 %
Speed of service	1001	68.5 %
Corridor development	52	3.6 %
Convenient transfers	438	30.0 %
Extended later service	430	29.4 %
Regional connections	83	5.7 %
Station experience	71	4.9 %
None of these are important to me	40	2.7 %
Total	2263	

Q7. What is most important to you in a Bus Rapid Transit System? (without "none of these are important to me")

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
Bike/pedestrian connections	148	10.4 %
Speed of service	1001	70.4 %
Corridor development	52	3.7 %
Convenient transfers	438	30.8 %
Extended later service	430	30.2 %
Regional connections	83	5.8 %
Station experience	71	5.0 %
Total	2223	

Q8. Do you own a car?

Q8. Do you own a car	Number	Percent
Yes	1033	70.7 %
No	423	28.9 %
Not provided	6	0.4 %
Total	1462	100.0 %

Q8. Do you own a car? (without "not provided")

Q8. Do you own a car	Number	Percent
Yes	1033	70.9 %
No	423	29.1 %
Total	1456	100.0 %

Q8a. If you own a car, why do you use public transportation?

Q8a. Why do you use public transportation	Number	Percent
Parking is too expensive	740	71.6 %
The bus is faster than driving	158	15.3 %
Parking is hard to find	636	61.6 %
I care about the environment	309	29.9 %
To avoid traffic congestion	254	24.6 %
Don't like driving	86	8.3 %
Driving is too expensive	88	8.5 %
Don't have a license	10	1.0 %
Other	84	8.1 %
Total	2365	

Q8a. Other

Q8a-9. Other	Number	Percent
WORK	4	4.8 %
Convenience	2	2.4 %
PARK & RIDE	2	2.4 %
Limited parking on campus	2	2.4 %
Easier in general	1	1.2 %
PARKING OFF CAMPUS	1	1.2 %
LIMITED PARKING AT HOSPITAL FOR EMPLOYEES	1	1.2 %
COULD NOT GET A PARKING PERMIT	1	1.2 %
SHARED CAR	1	1.2 %
RIDE TO RR LOT	1	1.2 %
Student off campus	1	1.2 %
No hospital parking	1	1.2 %
No parking	1	1.2 %
SPOUSE NEEDS CAR MORE	1	1.2 %
NO CHOICE	1	1.2 %
ONLY OPTION	1	1.2 %
PARKING IS NOT AN OPTION	1	1.2 %
NO PARKING AT THE HOSPITAL	1	1.2 %
NO UNIVERSITY PARKING	1	1.2 %
HOSPITAL PARKING IS BAD	1	1.2 %
EMPLOYEES CAN'T PARK AT HOSPITAL	1	1.2 %
I DON'T HAVE A PARKING PASS CLOSER TO THE HOSPITAL	1	1.2 %
NO PARKING AT WORK	1	1.2 %
NOT ALLOWED TO USE UNC DECK	1	1.2 %
WAIT LIST FOR PARKING	1	1.2 %
NOT ABLE TO BUY PARKING PASS AT THE TIME I WAS HIRED AT UNC	1	1.2 %
NO PARKING AVAILABLE IN THE PARKING GARAGE-CARDINAL DECK	1	1.2 %
CAN'T PARK AT WORK	1	1.2 %
CAN READ ON THE BUS	1	1.2 %
Do not have a permit for parking on campus	1	1.2 %
NO PARKING AT WORKPLACE	1	1.2 %
Deer damaged my car	1	1.2 %
No pass	1	1.2 %
LIVE FAR AWAY	1	1.2 %
NO PARKING AVAILABLE AT THE HOSPITAL	1	1.2 %
Law school doesn't offer parking	1	1.2 %
HAVE TO BECAUSE OF HOSPITAL PARKING	1	1.2 %
CANT PARK ON CAMPUS	1	1.2 %
JOB REQUIREMENT FOR PARKING	1	1.2 %
PARKING NOT PROVIDED BY UNC HOSPITAL	1	1.2 %
Didn't get school parking spot	1	1.2 %
NO CAMPUS PARKING	1	1.2 %
WORK SENIORITY	1	1.2 %
NO OTHER OPTION	1	1.2 %
DON'T USE PARKING DECK BECAUSE I'M AN EMPLOYEE	1	1.2 %
ON WAITING LIST FOR PARKING SPACE AT HOSPITAL	1	1.2 %

Q8a. Other

<u>Q8a-9. Other</u>	<u>Number</u>	<u>Percent</u>
ENJOY THE RIDE, DRIVERS ARE VERY NICE	1	1.2 %
TO SAVE GAS	1	1.2 %
WIFE USES CAR	1	1.2 %
Don't have my car on campus	1	1.2 %
UNC Hospital gives me this option	1	1.2 %
Fiance uses it to get to work	1	1.2 %
Required by UNC, no parking passes on campus available	1	1.2 %
No on campus parking	1	1.2 %
PARKING NOT PERMITTED AT UNC	1	1.2 %
FOR JOB	1	1.2 %
NO PARKING AVAILABLE AT OFFICE	1	1.2 %
WORK PARK & RIDE	1	1.2 %
NOT ALLOWED TO PARK AT HOSPITAL	1	1.2 %
DO NOT WANT TO BIKE IN THE DARK	1	1.2 %
NO PARKING AT UNC HOSPITAL	1	1.2 %
ONE CAR, TWO PEOPLE	1	1.2 %
PLAN ON DRINKING	1	1.2 %
UNC MEDICAL	1	1.2 %
CAR BROKEN	1	1.2 %
ONLY LOT UNC GAVE ME	1	1.2 %
NO PARKING AVAILABLE AT UNC	1	1.2 %
SHARE ONE CAR	1	1.2 %
NO PARKING PASS	1	1.2 %
WHEN I DRINK	1	1.2 %
DO WORK ON BUS	1	1.2 %
Friday Center was the only paying pass I could get	1	1.2 %
Have to park and ride for work, only option	1	1.2 %
HAVE TO PAY FOR PARKING	1	1.2 %
FROM LOT TO CAMPUS	1	1.2 %
HAVE TO DROP OFF MY BUS AT THE END OF NIGHT AT HEDRICK	1	1.2 %
I HAVE TO FOR WORK	1	1.2 %
NO PARKING ALLOTMENT	1	1.2 %
Total	84	100.0 %

Q8b. If you don't own a car, why do you use public transportation?

<u>Q8b. Why do you use public transportation</u>	<u>Number</u>	<u>Percent</u>
It's my only alternative	249	58.9 %
No car available for this trip	116	27.4 %
Do not have a driver's license	87	20.6 %
Other	82	19.4 %
Total	534	

Q8b. Other

<u>Q8b-4. Other</u>	<u>Number</u>	<u>Percent</u>
PARKING	34	41.5 %
DO NOT LIKE DRIVING	3	3.7 %
ENVIRONMENT	3	3.7 %
WORK	2	2.4 %
BUS IS FASTER	2	2.4 %
TOO EXPENSIVE	2	2.4 %
Convenience	2	2.4 %
It's free	2	2.4 %
TOO HOT, COLD, OR RAINY TO BIKE SOMETIMES	1	1.2 %
1ST YEAR STUDENT	1	1.2 %
PARKING AND THE ENVIRONMENT	1	1.2 %
HOSPITAL WILL NOT ALLOW	1	1.2 %
More environmentally friendly	1	1.2 %
TRAVELING STUDENT	1	1.2 %
CAN NOT DRIVE	1	1.2 %
PARKING TOO EXPENSIVE	1	1.2 %
Gave up owning a car due to expense	1	1.2 %
PREFER TO OTHER ALTERNATIVES	1	1.2 %
FASTER THAN WALKING	1	1.2 %
STUDENT	1	1.2 %
BETTER THAN WALKING	1	1.2 %
ADDITIONAL OPTION TO BIKING	1	1.2 %
On campus parking is expensive	1	1.2 %

Q8b. Other

<u>Q8b-4. Other</u>	<u>Number</u>	<u>Percent</u>
CAR NEEDS REPAIRED CANNOT AFFORD TO FIX IT	1	1.2 %
TOO EXPENSIVE TO DRIVE	1	1.2 %
TRAFFIC	1	1.2 %
DO NOT DRIVE	1	1.2 %
Quick	1	1.2 %
UNABLE TO PARK	1	1.2 %
CAR MAINTENANCE	1	1.2 %
SAVE MONEY	1	1.2 %
I CANNOT REACH BY FOOT	1	1.2 %
CAR IS TOO EXPENSIVE	1	1.2 %
This is the highest level of civilization	1	1.2 %
I don't like to walk	1	1.2 %
PUBLIC TRANSIT IS ECOLOGICALLY SUSTAINABLE	1	1.2 %
DON'T OWN A CAR	1	1.2 %
LYFTS/UBER TOO EXPENSIVE	1	1.2 %
MEDICAL EYE CONDITION	1	1.2 %
NEVER DRIVE	1	1.2 %
Total	82	100.0 %

Q9. What is the main purpose of this trip?

<u>Q9. What is the main purpose of this trip</u>	<u>Number</u>	<u>Percent</u>
Work	616	42.1 %
Personal business	45	3.1 %
Shopping	28	1.9 %
Middle school (grades 6-8)	2	0.1 %
High school (grades 9-12)	9	0.6 %
College	669	45.8 %
Hospital/doctor's office	23	1.6 %
Social/recreation	24	1.6 %
Other	41	2.8 %
Not provided	5	0.3 %
Total	1462	100.0 %

Q9. What is the main purpose of this trip? (without "not provided")

<u>Q9. What is the main purpose of this trip</u>	<u>Number</u>	<u>Percent</u>
Work	616	42.3 %
Personal business	45	3.1 %
Shopping	28	1.9 %
Middle school (grades 6-8)	2	0.1 %
High school (grades 9-12)	9	0.6 %
College	669	45.9 %
Hospital/doctor's office	23	1.6 %
Social/recreation	24	1.6 %
Other	41	2.8 %
Total	1457	100.0 %

Q9. Other

<u>Q9-9. Other</u>	<u>Number</u>	<u>Percent</u>
GRAD SCHOOL	24	58.5 %
MEDICAL SCHOOL	3	7.3 %
LIBRARY	2	4.9 %
DENTAL SCHOOL	2	4.9 %
HOME	2	4.9 %
PARKING LOT	1	2.4 %
VOLUNTEERING	1	2.4 %
CLINICAL	1	2.4 %
Laudry	1	2.4 %
PROFESSIONAL SCHOOL	1	2.4 %
VOICE LESSONS	1	2.4 %
LUNCH	1	2.4 %
LAW SCHOOL	1	2.4 %
Total	41	100.0 %

Q10. How did you get to the bus that you are currently riding?

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	1091	74.6 %
Drove a car	289	19.8 %
Got a ride from someone else	6	0.4 %
Rode a bicycle	10	0.7 %
Transferred from another CHT bus	47	3.2 %
Transferred from Go Triangle	10	0.7 %
Transferred from other agency transit service	1	0.1 %
Other	5	0.3 %
Not provided	3	0.2 %
Total	1462	100.0 %

Q10. How did you get to the bus that you are currently riding? (without "not provided")

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	1091	74.8 %
Drove a car	289	19.8 %
Got a ride from someone else	6	0.4 %
Rode a bicycle	10	0.7 %
Transferred from another CHT bus	47	3.2 %
Transferred from Go Triangle	10	0.7 %
Transferred from other agency transit service	1	0.1 %
Other	5	0.3 %
Total	1459	100.0 %

Q10-8. Other

Q10-8. Other	Number	Percent
Work or at stop	1	33.3 %
Barber shop	1	33.3 %
PARKING LOT	1	33.3 %
Total	3	100.0 %

Q10-1. If walked, how many blocks?

Q10-1. How many blocks	Number	Percent
0-5	984	96.7 %
6-10	30	2.9 %
10+	4	0.4 %
Total	1018	100.0 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
UNC HOSPITAL	23	1.9 %
101 MANNING DR	22	1.8 %
FRIDAY CENTER	12	1.0 %
MANNING DR	12	1.0 %
Manning Dr	12	1.0 %
MANNING DRIVE	10	0.8 %
Franklin St	9	0.7 %
HEALTH SCIENCE LIBRARY	8	0.7 %
UNC	8	0.7 %
FRANKLIN ST	7	0.6 %
HEALTH SCIENCES LIBRARY	7	0.6 %
COLUMBIA & SOUTH RD	7	0.6 %
COLUMBIA & FRANKLIN	7	0.6 %
SOUTH RD	5	0.4 %
UNC Hospital	5	0.4 %
125 MASON FARM RD	5	0.4 %
BAITY HILL DR	4	0.3 %
HOMESTEAD RD	4	0.3 %
MASON FARM RD	4	0.3 %
COLUMBIA & CAMERON	4	0.3 %
FRANKLIN STREET	4	0.3 %
CAMERON AVE & COLUMBIA STREET	4	0.3 %
480 EHRINGHAUS DR	4	0.3 %
MLK	4	0.3 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
JONES FERRY RD	4	0.3 %
Health Science Library	4	0.3 %
HSL	4	0.3 %
MANNING	4	0.3 %
FRAT COURT	4	0.3 %
PAUL HARDIN DR	4	0.3 %
501 JONES FERRY RD	4	0.3 %
Bondurant Hall	3	0.2 %
CAMERON AVE	3	0.2 %
Manning Drive	3	0.2 %
Barnes St	3	0.2 %
SAGE RD	3	0.2 %
SOUTHERN VILLAGE	3	0.2 %
ROTC	3	0.2 %
SKIPPER BOWLES	3	0.2 %
UNC CAMPUS	3	0.2 %
515 Hinton James Dr	3	0.2 %
MASON FARM	3	0.2 %
Barnes St & Jones Ferry	3	0.2 %
Meadowmont	3	0.2 %
Homestead Rd	3	0.2 %
Abernathy Hall	3	0.2 %
LAUREL RIDGE	3	0.2 %
HIGHWAY 54	3	0.2 %
411 SKIPPER BOWLES DR	3	0.2 %
COLUMBIA & HEALTH SCIENCE LIBRARY	3	0.2 %
MARTIN LUTHER KING	3	0.2 %
FRANKLIN & COLUMBIA	3	0.2 %
SOUTH ROAD	3	0.2 %
JONES FERRY & OLD FAYETTEVILLE	3	0.2 %
HOSPITAL	3	0.2 %
RR LOT	2	0.2 %
University Mall	2	0.2 %
STRATFORD HILLS	2	0.2 %
BPW CLUB RD	2	0.2 %
RALEIGH RD	2	0.2 %
ELLIOTT RD & FRANKLIN ST	2	0.2 %
Bennett & 15-501	2	0.2 %
ESTES & FRANKLIN	2	0.2 %
JONES FERRY	2	0.2 %
Taylor Hall	2	0.2 %
301 PHARMACY LANE	2	0.2 %
MLK & Longview	2	0.2 %
Raleigh Road	2	0.2 %
Estes Park Apartments	2	0.2 %
EASTOWNE DR	2	0.2 %
Smith Level Rd	2	0.2 %
UNC HOSPITAL MANNING DR	2	0.2 %
Hinton James	2	0.2 %
MLK & Hillsborough	2	0.2 %
AUTUMN WOODS	2	0.2 %
450 EHRINGHAUS DR	2	0.2 %
Rosemary St & Columbia	2	0.2 %
HSL AT UNC	2	0.2 %
FAMILY MEDICINE CENTER	2	0.2 %
CULBRETH	2	0.2 %
HANES HALL	2	0.2 %
UNIVERSITY MALL	2	0.2 %
MCDUGLE SCHOOL	2	0.2 %
Columbia St	2	0.2 %
Health Sciences Library	2	0.2 %
LONGVIEW	2	0.2 %
UNC Hospitals	2	0.2 %
BRADLEY RD & READE RD	2	0.2 %
CARRINGTON HALL	2	0.2 %
Weaver Dairy	2	0.2 %
RALEIGH ST	2	0.2 %
Rock Haven Rd	2	0.2 %
JONES FERRY RD & OLD FAYETTEVILLE RD	2	0.2 %
222 OLD FAYETTEVILLE RD	2	0.2 %
STUDENT UNION	2	0.2 %
100 FRIDAY CENTER DR	2	0.2 %
CHATHAM PARK & RIDE	2	0.2 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
Barclay & MLK	2	0.2 %
SEVERIN & BRADLEY	2	0.2 %
Carolina Apartments	2	0.2 %
Med School	2	0.2 %
Jones Ferry Road	2	0.2 %
UNC HSL	2	0.2 %
BPW Club Rd & Smith Level	2	0.2 %
Hinton James Dr	2	0.2 %
BOWLES DR	2	0.2 %
STUDENT STORE	2	0.2 %
SITTERSON HALL	2	0.2 %
DAVIE RD	2	0.2 %
MANNING LOT	2	0.2 %
COLUMBIA & MANNING	2	0.2 %
MILL CREEK APARTMENTS	2	0.2 %
54 HWY	2	0.2 %
UNIVERSITY PLACE	2	0.2 %
MLK & HOMESTEAD	2	0.2 %
Longview & MLK	2	0.2 %
HWY 54	2	0.2 %
UNC STUDENT STORES	2	0.2 %
Laurel Ridge Apts	2	0.2 %
Columbia & South Rd	2	0.2 %
MANNING AND COLUMBIA	2	0.2 %
Skipper Bowles & Manning	2	0.2 %
15-501	2	0.2 %
MLK BLVD	2	0.2 %
HOJO	2	0.2 %
ROTC Building	2	0.2 %
CAROLINA INN	2	0.2 %
MASON FARM & COLUMBIA	2	0.2 %
SMITH LEVEL & BPW CLUB RD	2	0.2 %
WEAVER ST MARKET	2	0.2 %
PHILLIPS HALL	2	0.2 %
NORTHFIELD DR	2	0.2 %
Carrboro Plaza	2	0.2 %
STUDENT STORE SOUTH RD	2	0.2 %
235 E CAMERON AVE	2	0.2 %
135 DAUER DR	2	0.2 %
450 WEST DR	2	0.2 %
Columbia & Cameron	2	0.2 %
BOLINWOOD DR	2	0.2 %
MANNING DR & UNC HOSPITAL	1	0.1 %
MLK/Estes	1	0.1 %
Stop on Paul Hardin right outside dorm	1	0.1 %
ROSEMARY	1	0.1 %
CAMERON AVE & SWAIN HALL	1	0.1 %
Airport Blvd	1	0.1 %
PAUL HARDIN	1	0.1 %
BDES	1	0.1 %
100 RALEIGH ST	1	0.1 %
1315 MLK Blvd	1	0.1 %
STRATFORD APARTMENTS	1	0.1 %
MANNING DR & HOSPITAL	1	0.1 %
COLE PARK & MANS CHAPEL	1	0.1 %
SOUTH & COLUMBIA	1	0.1 %
115081 SMITH LEVEL	1	0.1 %
S Columbia & E Franklin	1	0.1 %
510 WILLIAMSON DR	1	0.1 %
MANNING & RIDGE RD	1	0.1 %
MARISCO	1	0.1 %
MLK TR BLVD	1	0.1 %
RR LOT & N ESTES DR	1	0.1 %
SOUTH RD & RALEIGH	1	0.1 %
511 PINE BLUFF TRAIL	1	0.1 %
Kenan Flagler	1	0.1 %
PHILYES HALL	1	0.1 %
1200 Legacy Terrace	1	0.1 %
Northfield Dr	1	0.1 %
ROSEMARY & GLENBURNIE	1	0.1 %
DAVIE HALL	1	0.1 %
ROTC BUILDING	1	0.1 %
MLK, HSL	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
MLK Jr & Barclay	1	0.1 %
FORDHAM BLVD	1	0.1 %
DAVIS LIBRARY-UNC	1	0.1 %
Chapel Ridge Apts	1	0.1 %
511 STUDENT PARKING	1	0.1 %
UNC HOSPITALS WEST DR & MANNING DR	1	0.1 %
MILL CREEK	1	0.1 %
54TH & W POPLAR	1	0.1 %
WEAVER ST	1	0.1 %
SKIPPER BOWLES DR-MANNING DR	1	0.1 %
CCX PARK & RIDE LOT 15-501	1	0.1 %
300 E MAIN CARRBORO	1	0.1 %
Hospital	1	0.1 %
PLAZA & 15-501	1	0.1 %
MANNING & PAUL HARDIN	1	0.1 %
605 W MAIN ST CARRBORO	1	0.1 %
PITTSBORO & CAMERON	1	0.1 %
312 ROSERAU HALL	1	0.1 %
BUSEL	1	0.1 %
Kenan Dr	1	0.1 %
MANNING & EAST	1	0.1 %
Armory	1	0.1 %
SMITH CENTER	1	0.1 %
112 BATTLE LANE	1	0.1 %
SOUTH RD STUDENT STORE	1	0.1 %
HSL AT COLUMBIA ST	1	0.1 %
DAVIE RD & W POPLAR STREET	1	0.1 %
112 NC 54 CARRBORO PLAZA	1	0.1 %
EHRLINGHAUS STOP	1	0.1 %
NC 54 CREST	1	0.1 %
VET HOSPITAL FRANKLIN ST	1	0.1 %
HIBBARD & MANNING	1	0.1 %
ABERNATHY HALL & ROTC	1	0.1 %
GMB & UNC	1	0.1 %
SOUTH RD & S COLOMBIA	1	0.1 %
VOUC AC	1	0.1 %
LUX	1	0.1 %
SOUTH COLUMBIA	1	0.1 %
Westminster Cir	1	0.1 %
115 Mason Farm Rd	1	0.1 %
GILLINGS	1	0.1 %
PLANETARIUM	1	0.1 %
Franklin & MLK	1	0.1 %
Northfield Dr/Martin Luther King Jr Blvd	1	0.1 %
MLK & Piney Mountain	1	0.1 %
MLK Blvd & Barclay	1	0.1 %
MLK & AIRPORT DRIVE	1	0.1 %
UNL ESCHOLMAN SCHOOL PHARMACY	1	0.1 %
SOUTH & RALEIGH	1	0.1 %
HILLSBOROUGH AND MLK	1	0.1 %
FORDHAM BLVD & EPHEBUS CHURCH RD	1	0.1 %
SASB	1	0.1 %
605 N GREENSBORO ST	1	0.1 %
MBRB BUILDING UNC	1	0.1 %
Pittsboro Newman Center	1	0.1 %
FIDELITY & DAVIE	1	0.1 %
BERT STREET & DAWE ROAD	1	0.1 %
Hinton James Hall	1	0.1 %
SOUTH RD & COLUMBIA	1	0.1 %
FRANKLIN ST & ESTES DR	1	0.1 %
15-501 & MANN CHAPEL RD	1	0.1 %
Legacy Terrace and MLK	1	0.1 %
PAUL HARDIN & SKIPPER BOWLES	1	0.1 %
223 E Cameron Ave, Chapel Hill	1	0.1 %
Williamson Dr	1	0.1 %
UMNC & MLK	1	0.1 %
UNC SOUTH& RALEIGH RD	1	0.1 %
Raleigh & South	1	0.1 %
Sumac Rd & Market St	1	0.1 %
UNC SPH ROSENAU HALL	1	0.1 %
STUDENT UNION BUILDING	1	0.1 %
SOUTH COLUMBIA ST & SOUTH RD	1	0.1 %
101 MANNING UNC HOSPITAL	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
BROOKGREEN & HIGHGROVE	1	0.1 %
160 Dental Circle	1	0.1 %
FOOD LION 15-501 & EPHASES	1	0.1 %
RIDGE STADIUM RD	1	0.1 %
ELIZABETH ST	1	0.1 %
Manning Dr & South Rd	1	0.1 %
DAVIS LIBRARY	1	0.1 %
UNC FRIDAY CENTER	1	0.1 %
Manns Chapel & 15-501	1	0.1 %
FORDHAN BLVD	1	0.1 %
Purefoy Road	1	0.1 %
EASTOWN DR & DREW HILL LN	1	0.1 %
Bennett Rd	1	0.1 %
CONNER DRIVE	1	0.1 %
SMITH LEVEL & BPW	1	0.1 %
CULBERTH & SMITH LEVEL ROAD	1	0.1 %
SOUTH STREET & CAMERON AVENUE	1	0.1 %
333 SOUTH COLUMBIA	1	0.1 %
CULBERT & SMITH LEVEL ROAD	1	0.1 %
Raleigh Rd & Glen Lenox	1	0.1 %
DAVIE CIRCLE & FRANKLIN ST	1	0.1 %
Columbia & Manning (HSL)	1	0.1 %
CHANNING LANE & CULBRETH RD	1	0.1 %
200 South Road	1	0.1 %
SKIPPER BOWL & KENAN CENTER DR	1	0.1 %
CULBRETH & CULBRETH	1	0.1 %
FRANKLIN & RALEIGH	1	0.1 %
UNIVERSITY & MALL	1	0.1 %
Martin Luther King Jr Blvd	1	0.1 %
JONES FERRY ROAD	1	0.1 %
CULBRETH & BPW CLUB RD	1	0.1 %
MANNING HOSPITAL UNC	1	0.1 %
OLD DURHAM RD & OLD COOPER SQUARE	1	0.1 %
Meadowmont Ln	1	0.1 %
W Barbee & Weaver Mine	1	0.1 %
Harris Teeter Meadowmont	1	0.1 %
DIDELITY & DAVIE	1	0.1 %
VARSIITY THEATER	1	0.1 %
EPHESUS CHURCH RD & FORDHAM BLVD	1	0.1 %
Bell Meadowmont	1	0.1 %
E FRANKLIN ST	1	0.1 %
UNC Hosp	1	0.1 %
201 SAGE RD	1	0.1 %
HILLSBOROUGH ST	1	0.1 %
E FRANKLIN & COFFEE SHOPPE	1	0.1 %
NOTTING HILL APARTMENTS	1	0.1 %
1105 HWY 54 BYPASS 27516	1	0.1 %
Royal Park 501 NC-54	1	0.1 %
GOLDSTON & HIGH	1	0.1 %
E FRANKLIN & ESTES ST	1	0.1 %
E FRANKLIN ST @ FRANKLIN WOODS APT	1	0.1 %
LEGRON RD	1	0.1 %
North Greensboro Street	1	0.1 %
SAGE & ERWIN	1	0.1 %
STERLING & EASTOWNE	1	0.1 %
S ELLIOTT RD & FC13	1	0.1 %
MORNING & SOUTH COLUMBIA	1	0.1 %
STADIUM DR	1	0.1 %
W MAIN & HWY 54	1	0.1 %
SAINT ANDREWS LANE	1	0.1 %
OLD PITTSBORO & VANCE	1	0.1 %
HWY 54 & FRIDAY CENTER	1	0.1 %
FRAT CART	1	0.1 %
SOUTH ROAD @ STUDENT STORE	1	0.1 %
495 PAUL HARDIN DR	1	0.1 %
UNC-CHAPEL HILL HEALTH SCIENCES LIBRARY	1	0.1 %
PITTSBORO @ CREDIT UNION	1	0.1 %
UNIV PLACE	1	0.1 %
1118 ENVIRON WAY	1	0.1 %
FINLEY FORREST DR	1	0.1 %
BERBE CHAPEL & SPRING M DR	1	0.1 %
FRANKLIN AND ROSEMARY	1	0.1 %
S COLUMBIA	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
261 CULBRETH ROAD	1	0.1 %
Frat Court	1	0.1 %
SOUTH ST	1	0.1 %
ROTC S Columbia St	1	0.1 %
109 MASON FARM RD	1	0.1 %
RALEIGH RD-MEADOWMOUNT	1	0.1 %
UNC SOD	1	0.1 %
FRIDAY CENTER PR LOT	1	0.1 %
FRIDAY CENTER DRIVE 154	1	0.1 %
MANNING & ER DRIVE	1	0.1 %
Westminster	1	0.1 %
FRIDAY CENTER P&R	1	0.1 %
RALEIGHSTREET	1	0.1 %
SOUTH & MANNING	1	0.1 %
UNC LAW SCHOOL	1	0.1 %
MANNING DR - BERRYHILL HALL	1	0.1 %
Ggillings/HSL	1	0.1 %
MLK AT FARMERS MARKET	1	0.1 %
HWY 55 & 54	1	0.1 %
FINLEY GOLF COURSE/RALEIGH RD	1	0.1 %
MANNING DR/COLUMBIA (HSL)	1	0.1 %
Banks Rd & Westminster Dr at Timberlyne	1	0.1 %
HEALTH SCIENCE LIBRARY-SOUTH COLUMBIA ST	1	0.1 %
East Chapel High	1	0.1 %
Westminster Circle	1	0.1 %
COLE PARK PLAZA & FEARRINGTON	1	0.1 %
Mason Farm Rd	1	0.1 %
JONES FERRY/OLD FAYETTEVILLE	1	0.1 %
MLK & HILLSBOROUGH ST	1	0.1 %
MANNING & S COLUMBIA	1	0.1 %
JONES FERRY & FAYETTEVILLE	1	0.1 %
UNC HEALTH LIBRARY	1	0.1 %
N COLUMBIA & MANNING	1	0.1 %
COLUMBIA & PITTSBORO	1	0.1 %
POPLAR PLACE APARTMENTS	1	0.1 %
120 MASON FARM RD	1	0.1 %
KEENAN LABS	1	0.1 %
MASON FARM MANNING	1	0.1 %
MERR & MILL ROAD	1	0.1 %
132 WINDSOR CIRCLE	1	0.1 %
MLK & E LONGVIEW	1	0.1 %
UMSTEAD &MLK	1	0.1 %
102 MASON FARM RD	1	0.1 %
HOMESTEAD/MLK	1	0.1 %
MASON FARM/COLUMBIA	1	0.1 %
HOSPITAL (UNC)	1	0.1 %
HWY 54 & BURNING TREE DR	1	0.1 %
130 MASON FARMS RD	1	0.1 %
RALEIGH RD/HAMILTON RD	1	0.1 %
MLK & WEAVER DAIRY	1	0.1 %
MLK/WESTMINSTER DR	1	0.1 %
STUDENT STORE OF UNC	1	0.1 %
MED SCHOOL	1	0.1 %
ACC @ MANNING FARM RD	1	0.1 %
MASON FARM & WEST DRIVE	1	0.1 %
BARKSDALE DR	1	0.1 %
MANNING & UNIVERSITY (UNC DENTISTRY)	1	0.1 %
MLK AND HOMESTEAD RD	1	0.1 %
RALEIGH ST & SOUTH RD	1	0.1 %
BYNUM HALL	1	0.1 %
H 54 W	1	0.1 %
CRAIGE RESIDENCE HALL	1	0.1 %
Tar Hill Dr @ 180 BPW Club Rd	1	0.1 %
Fraternity Court @ UNC	1	0.1 %
Gillings School of Public Health	1	0.1 %
S Columbia & Manning	1	0.1 %
KENAN FLAGLER BUSINESS SCHOOL	1	0.1 %
FAMILY MEDICAL CENTER	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
FAMILY HOUSING MEDICINE	1	0.1 %
108 Lantern Way, Carrboro NC	1	0.1 %
Canterbury Townhouse	1	0.1 %
Outside Chambers Ridge	1	0.1 %
Royal Park	1	0.1 %
West Main St, Carrboro	1	0.1 %
SCHOOL OF SW & PUBLIC HEALTH	1	0.1 %
UNC BIOLOGY	1	0.1 %
MLK intersection	1	0.1 %
EUBANKS RD & MLK	1	0.1 %
Pleasant Dr & N Greensboro Dr	1	0.1 %
Jones Ferry Rd & Davie Rd	1	0.1 %
NEWMAN CENTER	1	0.1 %
N COLUMBIA & FRANKLIN ST	1	0.1 %
Shadowood	1	0.1 %
Main St & Merritt Mill	1	0.1 %
E Weaver St	1	0.1 %
WEAVER STREET MARKET	1	0.1 %
Davie & W Poplar	1	0.1 %
NC 54	1	0.1 %
Weaver St across from BOA	1	0.1 %
Barnes St @ Owasa	1	0.1 %
Weaver St	1	0.1 %
Smith Level & BPW Club Rd	1	0.1 %
SEVERIN ST	1	0.1 %
725 MLK JR. BLVD	1	0.1 %
NC 54 @ Kingswood	1	0.1 %
Laurel Ridge	1	0.1 %
COLUMBIA & ROSEMARY	1	0.1 %
LONG VIEW ST	1	0.1 %
401 NC 54 Carrboro	1	0.1 %
ESTES DR	1	0.1 %
Davie & Fidelity	1	0.1 %
NORTHFIELD DR/MLK	1	0.1 %
HILLSBOROUGH RD & HIGH ST	1	0.1 %
PITTSBON	1	0.1 %
Ruth St, Carrboro NC 27510	1	0.1 %
HOMESTEAD PARK	1	0.1 %
Hwy 54 & Friar Ln	1	0.1 %
NORTH SIDE / CIRGO FOR NS, T	1	0.1 %
MLK & Chapel View	1	0.1 %
FEDEX CENTER	1	0.1 %
MASON FARM AND COLUMBIA	1	0.1 %
I-40 EXIT 266	1	0.1 %
101 Raleigh St	1	0.1 %
501 Hwy 54-Royal Park Apts	1	0.1 %
N ESTES	1	0.1 %
EAST FRANKLIN & ESTES DR	1	0.1 %
SHADOWOOD APTS	1	0.1 %
MANNING DR/HOSPITAL	1	0.1 %
PINEY MTN & MLK BLVD	1	0.1 %
FRANK WOODS	1	0.1 %
MEDICAL DR & COLUMBIA	1	0.1 %
UNC HEALTHCARE	1	0.1 %
MEADOWMONT & 54	1	0.1 %
107 W Main St	1	0.1 %
MARSICO HALL	1	0.1 %
Weaver Market Street	1	0.1 %
FRIDAY CENTER DR	1	0.1 %
Food Lion @ Banks Dr	1	0.1 %
EMERGENCY DRIVE	1	0.1 %
Weaver & N Greensboro	1	0.1 %
MELBOURNE LOOP	1	0.1 %
Jones Ferry & Davie	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
54 & LITTLEJOHN RD	1	0.1 %
CAMPUS	1	0.1 %
Rock Creek Apartments	1	0.1 %
Carrboro High School	1	0.1 %
Columbia & Mason Farm	1	0.1 %
MARKET ST	1	0.1 %
Banks Drive	1	0.1 %
Health Sciences Library Pittsboro/Columbia	1	0.1 %
FRIDAY CENTER & HWY 54	1	0.1 %
Purefoy Rd	1	0.1 %
BRIAR CHAPEL PKWY & 15-501	1	0.1 %
Purefoy & Columbia	1	0.1 %
UNCH/FRIDAY CENTER LOT	1	0.1 %
139 FOX CHAPEL LANE PITTSBORO	1	0.1 %
BELL MEADOWMONT	1	0.1 %
PAUL HARDING DR & MANNING DR	1	0.1 %
Sitterson	1	0.1 %
MANNING PUBLIC SAFETY	1	0.1 %
Davie Rd at Jones Ferry Rd	1	0.1 %
Jones Ferry at Davie Rd	1	0.1 %
Credit Union on Pittsboro	1	0.1 %
Main St Carrboro	1	0.1 %
108 MASON FARM RD	1	0.1 %
W Main St	1	0.1 %
UNC HEALTH SCIENCES LIBRARY	1	0.1 %
Jones Ferry & 54	1	0.1 %
PHARMACY SCHOOL/CARRIGAN HALL STOP	1	0.1 %
SMITH LEVEL & CALBRETH	1	0.1 %
Franklin	1	0.1 %
Canterbury Apartments Hwy 54	1	0.1 %
South Columbia and Medical Dr	1	0.1 %
OLD LYSTRA RD & 15-501	1	0.1 %
A Hall	1	0.1 %
Smith Level Rd & BPW Pkwy	1	0.1 %
UNC CHAPEL HILL HOSPITAL	1	0.1 %
Columbia St & Cameron Ave	1	0.1 %
Horton Stop	1	0.1 %
ROSENGO HALL	1	0.1 %
Franklin St & S Columbia	1	0.1 %
FRANKLIN & COLOMBIA	1	0.1 %
Weaver Street	1	0.1 %
15-501 & OLD LYSTRA	1	0.1 %
MANNING DR @UNC HOSPITAL	1	0.1 %
ELLIS RD, DURHAM, NC	1	0.1 %
250 S ESTES DR	1	0.1 %
FRANKLIN & S ELLIOTT	1	0.1 %
OLD STERLING RD & EASTOWNE DR	1	0.1 %
EUBANKS RD	1	0.1 %
ELLIOTT & FRANKLIN	1	0.1 %
BIBLE CHURCH AT CHAPEL HILL	1	0.1 %
UNC HOSPITAL/MANNING DR	1	0.1 %
FRANKLIN & ELIZABETH ST	1	0.1 %
902 E FRANKLIN	1	0.1 %
LAW SCHOOL	1	0.1 %
MANNING DR HOSPITAL DR & EAST DRIVE	1	0.1 %
MANNING DR & WEST ST	1	0.1 %
104 MANNING DR	1	0.1 %
Franklin/Columbia	1	0.1 %
UNC BUSINESS SCHOOL	1	0.1 %
SOUTH/COLUMBIA	1	0.1 %
SOUTH RD AND SOUTH COLUMBIA	1	0.1 %
RIDGE RD & HRINGHAUS	1	0.1 %
FRANKLIN WOODS APT	1	0.1 %
HILLSONG CHURCH	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
LEGION RD	1	0.1 %
SOUTH ESTES	1	0.1 %
ELIZABETH STREET	1	0.1 %
SAGE & OLD STERLING	1	0.1 %
ELLIOTT ST & FRANKLIN ST	1	0.1 %
COLERIDGE DR	1	0.1 %
S ELLIOTT RD	1	0.1 %
MLK & LONGVIEW ST	1	0.1 %
HAMILTON RD & BRANDON	1	0.1 %
MAXWELL & HAMILTON	1	0.1 %
S COLUMBIA @ ROTC	1	0.1 %
MANNING & ROSEMARY	1	0.1 %
51 WILLIAMSON DR	1	0.1 %
P2P LOT	1	0.1 %
PRITCHARD AVE	1	0.1 %
STADIUM DR & RIDGE DR	1	0.1 %
ARRINGTON HALL	1	0.1 %
HOJO STOP	1	0.1 %
MANNING DR & RIDGE RD	1	0.1 %
MEADOWMONT VILLAGE	1	0.1 %
SOUTH RD & RALEIGH ST	1	0.1 %
SOUTH RD & PITTSBORO ST	1	0.1 %
MANNING LOT & BOWLES DR	1	0.1 %
SKIPPER BOWLES & RIDGE RD	1	0.1 %
100 Rock Haven Rd	1	0.1 %
112 A Ashley Forest Rd	1	0.1 %
Jonesbury Rd	1	0.1 %
Jones Ferry Rd	1	0.1 %
CRAIGE PERKING	1	0.1 %
Royal Park Apartments	1	0.1 %
RALEIGH	1	0.1 %
Holmstead	1	0.1 %
Health Sci Library on Columbia	1	0.1 %
FONDHAM & MANNING	1	0.1 %
Kingswood Apts	1	0.1 %
RALEIGH RD & SOUTH RD	1	0.1 %
Weaver St Market	1	0.1 %
NC-54 @ Carolina Apts	1	0.1 %
SW RIDGE RD	1	0.1 %
HSL (HEALTH SCIENCES LIBRARY)	1	0.1 %
MORRISON RESIDENCE HALL	1	0.1 %
560 PAUL HARDIN DRIVE	1	0.1 %
Highway 54 & Westbrook	1	0.1 %
110 WEST CAMERON AVENUE	1	0.1 %
CAMERON & FRANKLIN	1	0.1 %
Greensboro St & Main St	1	0.1 %
SCHOOL OF PUBLIC HEALTH	1	0.1 %
UNC CAMPUS STORES	1	0.1 %
MANNING & RIDGE	1	0.1 %
SCHOOL OF MEDICINE	1	0.1 %
RIDGE RD & MANNING DR	1	0.1 %
UNC FAMILY MEDICINE CENTER	1	0.1 %
205 RALEIGH STREET	1	0.1 %
HINTON JAMES	1	0.1 %
845 MLK JR BLVD	1	0.1 %
S ESTES	1	0.1 %
ROSEMARY & PRITCHERD	1	0.1 %
Marisco Hall	1	0.1 %
MANNING DR & SKIPPER BOWES	1	0.1 %
STUDENT STORES UNC	1	0.1 %
STINSON ST	1	0.1 %
Environ Way	1	0.1 %
KT-BS	1	0.1 %
2505 HOMESTEAD RD	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
UNC Health Sciences Library	1	0.1 %
N Columbia	1	0.1 %
N COLUMBIA & LONGVIEW	1	0.1 %
SOUTHWIND @ STUDENT STORE	1	0.1 %
CHAPEL VIEW	1	0.1 %
BARCLAY & MLK	1	0.1 %
108 STINSON STREET	1	0.1 %
700 BOLINWOOD DR	1	0.1 %
PAUL HARDIN AND MANNING DR	1	0.1 %
STINSTON	1	0.1 %
READE RD & BRADLEY	1	0.1 %
ISLEY ST & N COLUMBIA	1	0.1 %
SOUTH RD NEAR STUDENT UNION	1	0.1 %
281 RALEIGH ST	1	0.1 %
STUDENT STORES	1	0.1 %
MLK & CHAPEL VIEW	1	0.1 %
SOUTH @ STUDENT STORES	1	0.1 %
RALEIGH & COLUMBIA	1	0.1 %
SOUTH/COUNTRY CLUB	1	0.1 %
Pittsboro & Cameron	1	0.1 %
SEVERIN & BRADLEY ST	1	0.1 %
Bell Tower UNC	1	0.1 %
FRAT CT	1	0.1 %
OLD WELL	1	0.1 %
UNC Students Union	1	0.1 %
N Columbia & Rosemary	1	0.1 %
203 Conner Dr	1	0.1 %
PAUL HARDIN & MANNING DR	1	0.1 %
HAMILTON RD & RALEIGH RD	1	0.1 %
Planetarium & Franklin St	1	0.1 %
E HAUS	1	0.1 %
Shibumi Apts	1	0.1 %
DEAN SMITH CENTER	1	0.1 %
UNC STORES	1	0.1 %
Franklin Frat Court	1	0.1 %
HOMESTEAD & MLK	1	0.1 %
2525 Booker Creek Rd	1	0.1 %
N COLUMBIA	1	0.1 %
Hamilton & Raleigh	1	0.1 %
UMSTEAD DR	1	0.1 %
200 BARCLAY RD	1	0.1 %
GRAY SQUIRREL	1	0.1 %
RALEIGH & SOUTH RD	1	0.1 %
120 Mason Farm Rd	1	0.1 %
ROSEMARY & RALEIGH	1	0.1 %
Cameron Ave & S Columbia St	1	0.1 %
SUMMERFIELD & GRISTMILL LN	1	0.1 %
SUMMERFIELD CROSSING & GR ST MILL LANE	1	0.1 %
SOUTH RD & MED DR	1	0.1 %
MANNING DRIVE UNC HOSPITAL	1	0.1 %
Manning Dr at Hinton James	1	0.1 %
CREST & MERRITT MILL	1	0.1 %
DEAN DOME	1	0.1 %
JONES FERRY PARK RIDE	1	0.1 %
F Lot Stop	1	0.1 %
COLOMBIA STREET & M DOCTOR	1	0.1 %
UNC GILLINGS SCHOOL PUBLIC HEALTH	1	0.1 %
UNC GLOBAL	1	0.1 %
JAMES FERRY AT SHOPPING CENTER	1	0.1 %
JONES FERRY & OLD FAYETTEVILLE RD	1	0.1 %
W CAMERON AVE	1	0.1 %
54 & DODSON CROSSROADS	1	0.1 %
Morehead planetarium on Franklin Street	1	0.1 %
Hanes Art	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
ROTC STOP @ UNC	1	0.1 %
MAIN STREET POST OFFICE	1	0.1 %
CANBORO TOWNHALL	1	0.1 %
Chambers Ridge Apartments	1	0.1 %
Hinton James Tennis Courts	1	0.1 %
Dean Smith Center	1	0.1 %
Franklin Street	1	0.1 %
Ram Village 2	1	0.1 %
Manning Hall	1	0.1 %
Peabody Hall UNC-CH	1	0.1 %
Manning & Paul Hardin	1	0.1 %
Morrison	1	0.1 %
Pail Hardin Dr	1	0.1 %
Skipper Bowles	1	0.1 %
Public Safety CHPD Office	1	0.1 %
Paul Hardin Dr	1	0.1 %
Public safety	1	0.1 %
Columbia Street & Cameron Ave	1	0.1 %
Manning & Skipper Bowles	1	0.1 %
385 S COLUMBIA	1	0.1 %
Student Stores UNC	1	0.1 %
300 Kena Center Drive	1	0.1 %
Skipper Bowles & manning Drive	1	0.1 %
Genome Sciences	1	0.1 %
Ridge Rd & Stadium Dr	1	0.1 %
Ehringhaus Dorm	1	0.1 %
SOUTH RD & N COLUMBIA	1	0.1 %
Stadium Drive	1	0.1 %
Chapman Hall at UNC	1	0.1 %
Fraternity Court	1	0.1 %
FRANKLIN ST & S ESTES	1	0.1 %
North Columbia	1	0.1 %
South Columbia St st at Purefoy Road	1	0.1 %
S Columbia st at Purefoy Road	1	0.1 %
Student Stores	1	0.1 %
325 Pittsboro St/near credit union	1	0.1 %
FCX - Hospital	1	0.1 %
Friday Center 154 Hwy	1	0.1 %
Manning and Emergency Room/Hibbard	1	0.1 %
Cameron	1	0.1 %
Hanes Art Center	1	0.1 %
Pharmacy School	1	0.1 %
South Rd/Raleigh St	1	0.1 %
Friday Center	1	0.1 %
Manning Drive & Columbia St	1	0.1 %
Manning / West Drive	1	0.1 %
South Rd at Bell Tower	1	0.1 %
MANNING & PITTSBORO DRIVE	1	0.1 %
UNC, South Rd at Fetar Gym	1	0.1 %
UNC to College	1	0.1 %
HEALTH SCIENCE LIBRARY UNC	1	0.1 %
OLD FAYETTEVILLE & AUTUMN WOODS	1	0.1 %
ROTC STITTERSON & PERFECT	1	0.1 %
UNC HEALTH SCIENCE LIBRARY	1	0.1 %
UNC DAVIS LIBRARY	1	0.1 %
54 & POPLAR	1	0.1 %
CAMERON AVE & RALEIGH ST	1	0.1 %
UNC ROTC BUILDING	1	0.1 %
MANNING & SOUTH COLUMBIA	1	0.1 %
SMITH LEVEL ROAD	1	0.1 %
FCX STOP-MANNING DRIVE	1	0.1 %
FRANKLIN ST & COLUMBIA	1	0.1 %
MLK & BP GAS STATION	1	0.1 %
Stop by Horton Dorm	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
FPG Student Union	1	0.1 %
CARRINGTON HALL UNC CHAPEL HILL	1	0.1 %
SHADOWOOD APARTMENTS	1	0.1 %
WEAVER DAIRY & MLK	1	0.1 %
MLK JR & WEST ANGLER DR	1	0.1 %
Student store	1	0.1 %
Ehringhaus Dr	1	0.1 %
Skipper Bowles/Manning	1	0.1 %
JONES FERRY RD & BERRYHILL DR	1	0.1 %
700 N Heritage Cir	1	0.1 %
HILLSBOROUGH & MLK	1	0.1 %
SOUTHERN VILLAGE PARK & RIDE	1	0.1 %
UNC CHAPEL HILL	1	0.1 %
15-501 & CHAPEL RD	1	0.1 %
VILLAGE WAY & 15-501	1	0.1 %
UNC SOM	1	0.1 %
TOPO FRANKLIN ST & COLUMBIA	1	0.1 %
EUBANKS ROAD	1	0.1 %
MLK & HOMESTEAD RD	1	0.1 %
CHAPEL RIDGE APTS	1	0.1 %
455 Paul Hardin Dr	1	0.1 %
WEAVER DAIRY FARM & MLK	1	0.1 %
HARRIS TEETER	1	0.1 %
101 LEGACY TERRACE	1	0.1 %
Carolina Coffee Shop	1	0.1 %
SOUTH HERITAGE LOOP	1	0.1 %
SHADOWWOOD DR	1	0.1 %
CHAPEL WATER VILLAGE	1	0.1 %
BARCLAY RD	1	0.1 %
Public safety Paul Hardin Dr	1	0.1 %
ROSEMARY STREET	1	0.1 %
MANNING HALL UNC	1	0.1 %
Raleigh St	1	0.1 %
CIRTIS RD	1	0.1 %
STATESIDE	1	0.1 %
FRANKLIN	1	0.1 %
ROSEMARY & FRANKLIN	1	0.1 %
WEAVER STREET	1	0.1 %
EUBANKS	1	0.1 %
FRANKLIN ROSEMARY	1	0.1 %
Mason Farm Amb	1	0.1 %
FRANKLIN ST & N COLUMBIA	1	0.1 %
UNC SCHOOL OF MEDICINE	1	0.1 %
Pritchard	1	0.1 %
MLK & PERKINS	1	0.1 %
SOUTHERN VILLAGE STOPS	1	0.1 %
HILLSBOROUGH RD & MLK BLVD	1	0.1 %
106 N ELLIOTT RD	1	0.1 %
WEAVER DAIRY & COLUMBIA	1	0.1 %
E CAMERON	1	0.1 %
PARK & RIDE	1	0.1 %
MASON FARM ROAD	1	0.1 %
FAMILY MEDICINE	1	0.1 %
GREENSBORO & SUE ANNE	1	0.1 %
BARBIE CHAPEL RD	1	0.1 %
FRANKLIN & GRAHAM	1	0.1 %
Village & Bluff	1	0.1 %
WILLIAMS ST & GREENSBORO	1	0.1 %
BARINGTON HILLS RD	1	0.1 %
MLK & Hillsborough St	1	0.1 %
ESTES & N GIBORO	1	0.1 %
N Columbia @ Town Hall	1	0.1 %
MURRAY HALL UNC	1	0.1 %
Village Dr	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
HIGH & MAIN	1	0.1 %
Columbia & Franklin	1	0.1 %
FRANKLIN ST & RALEIGH ST	1	0.1 %
MANNING DR & PITTSBORO ST	1	0.1 %
1800 FORDHAM BLVD	1	0.1 %
Umstead	1	0.1 %
CHURCHILL & EPHEBUS	1	0.1 %
CH LIBRARY	1	0.1 %
Paul Hardin Dr & Manning Dr	1	0.1 %
SOUTH ESTES DR	1	0.1 %
YMCA @ MLK BLVD	1	0.1 %
RT 54 & BRIDGECREEK	1	0.1 %
HR 54 OLD FAYETTEVILLE RD	1	0.1 %
321 S Columbia St	1	0.1 %
DOWNTOWN/CAROLINA CAFE	1	0.1 %
Mason farm & West Dr	1	0.1 %
SRC	1	0.1 %
700 MARKET ST	1	0.1 %
Columbia & Pittsboro	1	0.1 %
PITTSBORO ST	1	0.1 %
E FRANKLIN ST & N COLUMBIA ST	1	0.1 %
UNC Med School	1	0.1 %
500 Umstead Dr	1	0.1 %
COLONY @ OVERLAND DR	1	0.1 %
OLD FAYETTEVILLE RD	1	0.1 %
NC DMV	1	0.1 %
522 COLONY WOODS	1	0.1 %
FRANKLIN & ESTES	1	0.1 %
ABERNATHY HALL	1	0.1 %
UNC-Hamilton Hall	1	0.1 %
DOWNTOWN CH	1	0.1 %
810 OLD FAYETTEVILLE RD	1	0.1 %
N GREENSBORO & ESTES DR EXT	1	0.1 %
Estes Dr Ext	1	0.1 %
HANNAH ST & CARRBORO	1	0.1 %
Franklin St & Columbia St	1	0.1 %
GREENSBORO & SUE ANN CT	1	0.1 %
UNC BUSINESS OFFICE	1	0.1 %
Estes Park Apts	1	0.1 %
MANNING DR & EAST DR	1	0.1 %
MASON FARM AND SOUTH COLUMBIA	1	0.1 %
EPHEAUS CHURCH	1	0.1 %
SCHOOL, CHCCS	1	0.1 %
EPHEBUS ELEMENTARY	1	0.1 %
TINKERBELL & EPHEBUS	1	0.1 %
MLK & TYMBERLYNE	1	0.1 %
Sitterson Hall	1	0.1 %
1213 HILLSBOROUGH RD	1	0.1 %
JONES FERRY @ DARIE RD	1	0.1 %
Village Dr & Estes Ext	1	0.1 %
NURSING SCHOOL OF UNC	1	0.1 %
1017 E FERRY RD	1	0.1 %
GMB UNC	1	0.1 %
JADE PALACE STOP	1	0.1 %
15501 EXIT	1	0.1 %
HOMESTEAD RD MLK JR BLVD	1	0.1 %
SMITH LEVEL RD & CULBRETH RD	1	0.1 %
WALMART CHAPEL HILL	1	0.1 %
HEALTH SCIENCE LAB	1	0.1 %
MLK JR BLVD & STATESIDE DR	1	0.1 %
PTA Thrift	1	0.1 %
ROTC @ UNC	1	0.1 %
WESTMINSTER DR & MLK JR BLVD	1	0.1 %
140 BPW CLUB RD	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
SOUTH RD & COUNTRY CLUB RD	1	0.1 %
UNC CHAPMAN HALL STATION	1	0.1 %
54 W & JONES FERRY	1	0.1 %
701 HIGHWAY 54 BYPASS	1	0.1 %
CANTERBURY TOWNHOMES	1	0.1 %
500 S GREENSBORO ST	1	0.1 %
BARNES ST STOP	1	0.1 %
404 JONES FERRY RD	1	0.1 %
S Columbia St & Manning dr	1	0.1 %
SHORTBREAD	1	0.1 %
PTA Thrift Store	1	0.1 %
WESTBROOK DR & 54	1	0.1 %
S COLUMBIA ST	1	0.1 %
DAVIS RD	1	0.1 %
UNC HOSPITAL MLK BLVD	1	0.1 %
FRATERNITY COURT	1	0.1 %
Campus	1	0.1 %
SHADOWOOD	1	0.1 %
ROCK CREEK @ SMITH LEVEL	1	0.1 %
DAVIE & POPLAR	1	0.1 %
BIM STREET	1	0.1 %
WOOLEN GYM @ FRAT COURT	1	0.1 %
FRANKLIN & CAMERON	1	0.1 %
54 @ ROYAL PARK	1	0.1 %
PTA THRIFT SHOP	1	0.1 %
CAROLINA INN INTERSECTION	1	0.1 %
140 PPW CLUB RD	1	0.1 %
S COLUMBIA @ FRAT CT	1	0.1 %
KINGS WOOD APT HWY 54	1	0.1 %
S COLUMBIA ST @ HEALTH SCIENCE LIBRARY	1	0.1 %
UNITED BAPTIST CHURCH & MCDALE ST	1	0.1 %
SMITH LEVEL @ BPW	1	0.1 %
JONES FERRY @ ABBEY COURT	1	0.1 %
PTA THRIFT STORE FRAT COURT	1	0.1 %
Durham, 9A Dearborn Street route	1	0.1 %
CARRBORO PLAZA	1	0.1 %
Manning Dr @ UNC Hospital	1	0.1 %
Manning Drive (UNC Hospital)	1	0.1 %
Raleigh Rd & South Road	1	0.1 %
UNC Student Stores	1	0.1 %
UNC Hospital & Manning Drive	1	0.1 %
Manning Drive (Front of hospital)	1	0.1 %
Barbee Chapel and Farmington Road	1	0.1 %
54TH AND FRIDAY CENTER	1	0.1 %
207 SOUTH RD	1	0.1 %
BARBEE CHAPEL RD & RALEIGH RD	1	0.1 %
ESOP	1	0.1 %
HEDRICK/HOSPITAL 101 MANNING	1	0.1 %
CHAPEL HILL CAMPUS NEAR HOSPITAL	1	0.1 %
101 OLD MASON FARM RD	1	0.1 %
MANNING DR UNC CANCER HOSPITAL	1	0.1 %
MANNING AT UNC HOSPITAL	1	0.1 %
SECU	1	0.1 %
Business Sku	1	0.1 %
Fernwood Ln	1	0.1 %
Cameron Ave (New East Hall)	1	0.1 %
Corner of Manning & S Columbia St	1	0.1 %
Frat Court-UNC Campus	1	0.1 %
Estes Park	1	0.1 %
Umstead @ Bolinwood	1	0.1 %
306 Estes Drive	1	0.1 %
Estes Drive, Carrboro, 27510	1	0.1 %
S COLUMBIA ST & PUREFOY RD	1	0.1 %
MASON FARM RD & DANIELS RD	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
SOUTH RD & MEDICAL DR	1	0.1 %
TAYLOR ST & MLK BLVD	1	0.1 %
FRANKLIN ST & COLUMBIA ST	1	0.1 %
208 OAK TREE DR	1	0.1 %
HAMILTON & BERKLEY	1	0.1 %
STATE EMPLOYEES CREDIT UNION PITTSBORO ST	1	0.1 %
SOUTH RD & RALIEGH ST	1	0.1 %
Total	1223	100.0 %

Q12. If CHT service was not available, how would you make this trip?

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	592	40.5 %
Walk	395	27.0 %
Get a ride from someone else	131	9.0 %
Use a taxi	107	7.3 %
Bicycle	114	7.8 %
I would not make this trip	104	7.1 %
Not provided	19	1.3 %
Total	1462	100.0 %

Q12. If CHT service was not available, how would you make this trip? (without "not provided")

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	592	41.0 %
Walk	395	27.4 %
Get a ride from someone else	131	9.1 %
Use a taxi	107	7.4 %
Bicycle	114	7.9 %
I would not make this trip	104	7.2 %
Total	1443	100.0 %

Q13. Please check ALL the items that would encourage you to use public transportation more often.

Q13. All items that would encourage you to use public transportation more often	Number	Percent
More frequent service (if buses came by stops more often)	704	48.2 %
Faster travel time (if it took less time to get to destinations)	468	32.0 %
More service offered later in evenings	606	41.5 %
More service offered earlier in mornings	204	14.0 %
More service offered on Saturdays	542	37.1 %
More service offered on Sundays	497	34.0 %
Cleaner/better maintained vehicles	53	3.6 %
Service provided to more destinations	319	21.8 %
More information available about services offered	86	5.9 %
Buses being on-time/service more reliable	385	26.3 %
More covered shelters available	155	10.6 %
Fuel prices increase	102	7.0 %
Bus stops located closer to my home	250	17.1 %
More comfortable vehicles	62	4.2 %
Operator(s) more helpful	37	2.5 %
Nothing. I am riding it as often as I can	403	27.6 %
Total	4873	

Q14. What is your home ZIP CODE?

Q14. What is your home zip code	Number	Percent
27514	374	25.8 %
27516	311	21.5 %
27510	266	18.4 %
27517	120	8.3 %
27713	36	2.5 %
27707	23	1.6 %
27519	18	1.2 %
27312	17	1.2 %
27704	15	1.0 %
27705	12	0.8 %
27703	11	0.8 %
27253	10	0.7 %
27302	9	0.6 %
27344	8	0.6 %
27560	8	0.6 %
27278	7	0.5 %
27529	7	0.5 %
27613	6	0.4 %
27215	5	0.3 %
27330	5	0.3 %
27617	5	0.3 %
27502	5	0.3 %
27522	4	0.3 %
27511	4	0.3 %
27615	4	0.3 %
27512	4	0.3 %
27518	4	0.3 %
27501	4	0.3 %
27616	3	0.2 %
27217	3	0.2 %
27606	3	0.2 %
27513	3	0.2 %
27243	3	0.2 %
27614	3	0.2 %
27583	3	0.2 %
27570	3	0.2 %
27540	3	0.2 %
27610	2	0.1 %
24514	2	0.1 %
27349	2	0.1 %
27455	2	0.1 %
27265	2	0.1 %
27599	2	0.1 %
27612	2	0.1 %
27515	2	0.1 %
28117	2	0.1 %
28601	2	0.1 %
27603	2	0.1 %
27410	2	0.1 %
27523	2	0.1 %
27545	2	0.1 %
22911	1	0.1 %
29803	1	0.1 %
28377	1	0.1 %
27526	1	0.1 %
28213	1	0.1 %
27536	1	0.1 %
27024	1	0.1 %
27023	1	0.1 %
28387	1	0.1 %
27701	1	0.1 %
27605	1	0.1 %
28306	1	0.1 %
28560	1	0.1 %
27850	1	0.1 %

Q14. What is your home ZIP CODE?

Q14. What is your home zip code	Number	Percent
70560	1	0.1 %
28396	1	0.1 %
28510	1	0.1 %
27150	1	0.1 %
28317	1	0.1 %
27816	1	0.1 %
27576	1	0.1 %
27298	1	0.1 %
27399	1	0.1 %
22516	1	0.1 %
28379	1	0.1 %
27012	1	0.1 %
27377	1	0.1 %
28025	1	0.1 %
27710	1	0.1 %
28677	1	0.1 %
28326	1	0.1 %
24516	1	0.1 %
27586	1	0.1 %
28715	1	0.1 %
27148	1	0.1 %
77514	1	0.1 %
27831	1	0.1 %
27340	1	0.1 %
28054	1	0.1 %
51714	1	0.1 %
25717	1	0.1 %
27503	1	0.1 %
27604	1	0.1 %
27282	1	0.1 %
27314	1	0.1 %
28216	1	0.1 %
28716	1	0.1 %
28105	1	0.1 %
29464	1	0.1 %
27709	1	0.1 %
27804	1	0.1 %
28147	1	0.1 %
28713	1	0.1 %
27405	1	0.1 %
28372	1	0.1 %
27571	1	0.1 %
27320	1	0.1 %
28692	1	0.1 %
27258	1	0.1 %
27574	1	0.1 %
27712	1	0.1 %
28594	1	0.1 %
28075	1	0.1 %
27541	1	0.1 %
28467	1	0.1 %
28001	1	0.1 %
27527	1	0.1 %
27205	1	0.1 %
27607	1	0.1 %
27582	1	0.1 %
27505	1	0.1 %
28323	1	0.1 %
27244	1	0.1 %
27409	1	0.1 %
28214	1	0.1 %
27252	1	0.1 %
27207	1	0.1 %
27539	1	0.1 %
29516	1	0.1 %

Q14. What is your home ZIP CODE?

Q14. What is your home zip code	Number	Percent
28655	1	0.1 %
27284	1	0.1 %
27520	1	0.1 %
30068	1	0.1 %
27360	1	0.1 %
10520	1	0.1 %
27702	1	0.1 %
27577	1	0.1 %
27509	1	0.1 %
32447	1	0.1 %
28612	1	0.1 %
Total	1447	100.0 %

Q15. How many blocks is your home from the nearest bus stop?

Q15. How many blocks is your home from the nearest bus stop	Number	Percent
0-5	1049	71.8 %
6-10	43	2.9 %
11-20	13	0.9 %
21-30	103	7.0 %
31+	5	0.3 %
Not provided	249	17.0 %
Total	1462	100.0 %

Q15. How many blocks is your home from the nearest bus stop? (without "not provided")

Q15. How many blocks is your home from the nearest bus stop	Number	Percent
0-5	1049	86.5 %
6-10	43	3.5 %
11-20	13	1.1 %
21-30	103	8.5 %
31+	5	0.4 %
Total	1213	100.0 %

Q16. Do you think you will still be using CHT a year from now?

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	1219	83.4 %
No	228	15.6 %
Not provided	15	1.0 %
Total	1462	100.0 %

Q16. Do you think you will still be using CHT a year from now? (without "not provided")

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	1219	84.2 %
No	228	15.8 %
Total	1447	100.0 %

Q17. Overall, how would you rate the quality of CHT?

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	473	32.4 %
Good	816	55.8 %
Average	146	10.0 %
Poor	13	0.9 %
Don't know	14	1.0 %
Total	1462	100.0 %

Q17. Overall, how would you rate the quality of CHT? (without "don't know")

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	473	32.7 %
Good	816	56.4 %
Average	146	10.1 %
Poor	13	0.9 %
Total	1448	100.0 %

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Timeliness of buses	20.6%	49.5%	19.7%	7.7%	0.9%	1.6%
Q18-2. Cleanliness/maintenance of buses	43.2%	46.5%	7.4%	1.0%	0.2%	1.6%
Q18-3. How comfortable buses are to ride	37.2%	45.3%	13.1%	1.8%	0.5%	2.1%
Q18-4. Availability of bus shelters at bus stops	21.6%	37.1%	26.3%	9.4%	1.7%	3.8%
Q18-5. How quickly buses get you to your destination	25.4%	45.1%	19.6%	6.4%	0.9%	2.7%
Q18-6. How close bus stops are located to your home	40.3%	29.4%	14.4%	4.9%	2.3%	8.8%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	45.8%	38.7%	9.8%	1.6%	0.5%	3.6%
Q18-8. Number of destinations served by bus	29.6%	45.1%	16.3%	3.8%	0.8%	4.3%
Q18-9. Hours bus service is offered	17.3%	36.0%	25.8%	14.8%	2.5%	3.6%
Q18-10. Availability of bus services on Saturdays	10.4%	15.0%	29.0%	21.5%	7.0%	17.2%
Q18-11. Availability of bus services on Sundays	9.2%	13.5%	26.7%	21.7%	10.2%	18.7%
Q18-12. How easy it is to transfer between buses	18.2%	28.2%	26.9%	3.8%	0.8%	22.1%
Q18-13. How safely bus drivers operate vehicles	40.6%	42.1%	10.4%	1.9%	0.5%	4.5%
Q18-14. Courtesy/customer service of operators	44.5%	39.1%	9.7%	1.4%	0.2%	5.1%
Q18-15. How knowledgeable bus operators are about services	38.5%	36.0%	12.6%	1.2%	0.1%	11.6%
Q18-16. Availability of route & schedule information	37.3%	37.6%	15.3%	5.0%	1.3%	3.6%
Q18-17. How easy it is to understand route & schedule information	32.5%	41.9%	13.7%	6.7%	1.0%	4.2%

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-18. Usefulness of information on buses	26.6%	33.6%	26.3%	3.1%	0.5%	9.9%
Q18-19. How easy it is to learn to use CHT bus system	33.9%	41.7%	16.2%	3.9%	0.5%	3.9%
Q18-20. How safe you feel while traveling on bus	47.4%	39.9%	8.3%	1.2%	0.3%	2.9%
Q18-21. How safe you feel while waiting at bus stops	39.0%	40.8%	13.1%	3.4%	0.6%	3.1%

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Timeliness of buses	20.9%	50.3%	20.0%	7.8%	0.9%
Q18-2. Cleanliness/maintenance of buses	43.9%	47.3%	7.5%	1.0%	0.2%
Q18-3. How comfortable buses are to ride	38.0%	46.3%	13.4%	1.8%	0.5%
Q18-4. Availability of bus shelters at bus stops	22.5%	38.5%	27.4%	9.8%	1.8%
Q18-5. How quickly buses get you to your destination	26.1%	46.3%	20.2%	6.5%	0.9%
Q18-6. How close bus stops are located to your home	44.2%	32.2%	15.7%	5.3%	2.5%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	47.5%	40.2%	10.1%	1.7%	0.5%
Q18-8. Number of destinations served by bus	31.0%	47.2%	17.1%	4.0%	0.8%
Q18-9. Hours bus service is offered	18.0%	37.3%	26.8%	15.4%	2.6%
Q18-10. Availability of bus services on Saturdays	12.6%	18.1%	35.0%	25.9%	8.4%
Q18-11. Availability of bus services on Sundays	11.4%	16.6%	32.8%	26.7%	12.5%
Q18-12. How easy it is to transfer between buses	23.4%	36.2%	34.5%	4.9%	1.1%
Q18-13. How safely bus drivers operate vehicles	42.6%	44.1%	10.9%	2.0%	0.5%
Q18-14. Courtesy/customer service of operators	46.9%	41.2%	10.2%	1.5%	0.2%
Q18-15. How knowledgeable bus operators are about services	43.6%	40.8%	14.2%	1.3%	0.1%
Q18-16. Availability of route & schedule information	38.7%	39.0%	15.8%	5.2%	1.3%
Q18-17. How easy it is to understand route & schedule information	33.9%	43.8%	14.3%	7.0%	1.0%
Q18-18. Usefulness of information on buses	29.5%	37.3%	29.2%	3.5%	0.5%
Q18-19. How easy it is to learn to use CHT bus system	35.2%	43.3%	16.9%	4.1%	0.5%
Q18-20. How safe you feel while traveling on bus	48.8%	41.1%	8.6%	1.2%	0.3%
Q18-21. How safe you feel while waiting at bus stops	40.3%	42.2%	13.5%	3.5%	0.6%

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. Top choice	Number	Percent
Timeliness of buses	704	48.2 %
Cleanliness/maintenance of buses	20	1.4 %
How comfortable buses are to ride	7	0.5 %
Availability of bus shelters at bus stops	16	1.1 %
How quickly buses get you to your destination	87	6.0 %
How close bus stops are located to your home	58	4.0 %
How close bus stops are located to your workplace or other frequent destinations	23	1.6 %
Number of destinations served by bus	25	1.7 %
Hours bus service is offered	115	7.9 %
Availability of bus services on Saturdays	51	3.5 %
Availability of bus services on Sundays	29	2.0 %
How easy it is to transfer between buses	5	0.3 %
How safely bus drivers operate vehicles	20	1.4 %
Courtesy/customer service of operators	10	0.7 %
How knowledgeable bus operators are about services	1	0.1 %
Availability of route & schedule information	25	1.7 %
How easy it is to understand route & schedule information	13	0.9 %
Usefulness of information on buses	1	0.1 %
How easy it is to learn to use CHT bus system	6	0.4 %
How safe you feel while traveling on bus	53	3.6 %
How safe you feel while waiting at bus stops	37	2.5 %
None chosen	156	10.7 %
Total	1462	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 2nd choice	Number	Percent
Timeliness of buses	151	10.3 %
Cleanliness/maintenance of buses	72	4.9 %
How comfortable buses are to ride	22	1.5 %
Availability of bus shelters at bus stops	32	2.2 %
How quickly buses get you to your destination	250	17.1 %
How close bus stops are located to your home	101	6.9 %
How close bus stops are located to your workplace or other frequent destinations	69	4.7 %
Number of destinations served by bus	45	3.1 %
Hours bus service is offered	120	8.2 %
Availability of bus services on Saturdays	71	4.9 %
Availability of bus services on Sundays	63	4.3 %
How easy it is to transfer between buses	10	0.7 %
How safely bus drivers operate vehicles	45	3.1 %
Courtesy/customer service of operators	23	1.6 %
How knowledgeable bus operators are about services	10	0.7 %
Availability of route & schedule information	35	2.4 %
How easy it is to understand route & schedule information	27	1.8 %
Usefulness of information on buses	8	0.5 %
How easy it is to learn to use CHT bus system	14	1.0 %
How safe you feel while traveling on bus	59	4.0 %
How safe you feel while waiting at bus stops	40	2.7 %
None chosen	195	13.3 %
Total	1462	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 3rd choice	Number	Percent
Timeliness of buses	80	5.5 %
Cleanliness/maintenance of buses	53	3.6 %
How comfortable buses are to ride	35	2.4 %
Availability of bus shelters at bus stops	34	2.3 %
How quickly buses get you to your destination	112	7.7 %
How close bus stops are located to your home	80	5.5 %
How close bus stops are located to your workplace or other frequent destinations	98	6.7 %
Number of destinations served by bus	79	5.4 %
Hours bus service is offered	135	9.2 %
Availability of bus services on Saturdays	36	2.5 %
Availability of bus services on Sundays	66	4.5 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 3rd choice	Number	Percent
How easy it is to transfer between buses	21	1.4 %
How safely bus drivers operate vehicles	68	4.7 %
Courtesy/customer service of operators	33	2.3 %
How knowledgeable bus operators are about services	16	1.1 %
Availability of route & schedule information	79	5.4 %
How easy it is to understand route & schedule information	36	2.5 %
Usefulness of information on buses	7	0.5 %
How easy it is to learn to use CHT bus system	25	1.7 %
How safe you feel while traveling on bus	72	4.9 %
How safe you feel while waiting at bus stops	53	3.6 %
None chosen	244	16.7 %
Total	1462	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important? (top 3)

Q19. Top choice	Number	Percent
Timeliness of buses	935	64.0 %
Cleanliness/maintenance of buses	145	9.9 %
How comfortable buses are to ride	64	4.4 %
Availability of bus shelters at bus stops	82	5.6 %
How quickly buses get you to your destination	449	30.7 %
How close bus stops are located to your home	239	16.3 %
How close bus stops are located to your workplace or other frequent destinations	190	13.0 %
Number of destinations served by bus	149	10.2 %
Hours bus service is offered	370	25.3 %
Availability of bus services on Saturdays	158	10.8 %
Availability of bus services on Sundays	158	10.8 %
How easy it is to transfer between buses	36	2.5 %
How safely bus drivers operate vehicles	133	9.1 %
Courtesy/customer service of operators	66	4.5 %
How knowledgeable bus operators are about services	27	1.8 %
Availability of route & schedule information	139	9.5 %
How easy it is to understand route & schedule information	76	5.2 %
Usefulness of information on buses	16	1.1 %
How easy it is to learn to use CHT bus system	45	3.1 %
How safe you feel while traveling on bus	184	12.6 %
How safe you feel while waiting at bus stops	130	8.9 %
None chosen	156	10.7 %
Total	3947	

Q20. How do you typically get information about CHT services?

Q20. How do you typically get information about CHT services	Number	Percent
Operators	128	8.8 %
Friends/family	210	14.4 %
Employer	67	4.6 %
CHT website	630	43.1 %
By calling CHT	73	5.0 %
Signs posted on buses	219	15.0 %
UNC/Hospital Information	93	6.4 %
Other riders	77	5.3 %
Mobile apps	930	63.6 %
Social media	67	4.6 %
Other	34	2.3 %
Total	2528	

Q20. Other

Q20-11. Other	Number	Percent
Google Map	8	23.5 %
SIGNS @ BUS STOPS	4	11.8 %
Route schedule brochure	4	11.8 %
BROCHURES ON BUS	3	8.8 %
Nextbus	3	8.8 %
Email	2	5.9 %
PINTEREST	1	2.9 %
ONLINE	1	2.9 %
Signs on bus shelters	1	2.9 %
Google	1	2.9 %
Website	1	2.9 %
BUS STOP POSTERS, ELECTRONIC BOARDS	1	2.9 %
WORK	1	2.9 %
ELECTRONIC TICKETS	1	2.9 %
AT BUS SITES	1	2.9 %
THE PUBLIC LIBRARY	1	2.9 %
Total	34	100.0 %

Q21. Which of the following trip planners do you use?

Q21. What trip planners do you use	Number	Percent
Google transit	498	34.1 %
Go Triangle	212	14.5 %
Neither	820	56.1 %
Total	1530	

Q22. Do you use CHT's NextBus?

Q22. Do you use CHT's NextBus	Number	Percent
Yes	766	52.4 %
No	670	45.8 %
Not provided	26	1.8 %
Total	1462	100.0 %

Q22. Do you use CHT's NextBus? (without "not provided")

Q22. Do you use CHT's NextBus	Number	Percent
Yes	766	53.3 %
No	670	46.7 %
Total	1436	100.0 %

Q23. Would you like to receive email alerts about CHT services?

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	262	17.9 %
No	1185	81.1 %
Not provided	15	1.0 %
Total	1462	100.0 %

Q23. Would you like to receive email alerts about CHT services? (without "not provided")

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	262	18.1 %
No	1185	81.9 %
Total	1447	100.0 %

Q24. Including yourself, how many people live in your household?

Q24. How many people live in your household	Number	Percent
1	411	28.1 %
2	453	31.0 %
3	236	16.1 %
4	227	15.5 %
5	62	4.2 %
6	29	2.0 %
7	17	1.2 %
8+	17	1.2 %
Not provided	10	0.7 %
Total	1462	100.0 %

Q24. Including yourself, how many people live in your household? (without "not provided")

Q24. How many people live in your household	Number	Percent
1	411	28.3 %
2	453	31.2 %
3	236	16.3 %
4	227	15.6 %
5	62	4.3 %
6	29	2.0 %
7	17	1.2 %
8+	17	1.2 %
Total	1452	100.0 %

Q25. What is your age?

Q25. Your age	Number	Percent
Less than 18	82	5.6 %
18-24	591	40.4 %
25-34	409	28.0 %
35-44	130	8.9 %
45-54	85	5.8 %
55-64	87	6.0 %
65+	29	2.0 %
Not provided	49	3.4 %
Total	1462	100.0 %

Q25. What is your age? (without "not provided")

Q25. Your age	Number	Percent
Less than 18	82	5.8 %
18-24	591	41.8 %
25-34	409	28.9 %
35-44	130	9.2 %
45-54	85	6.0 %
55-64	87	6.2 %
65+	29	2.1 %
Total	1413	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	604	41.3 %
Female	854	58.4 %
Not provided	4	0.3 %
Total	1462	100.0 %

Q26. Your gender: (without "not provided")

Q26. Your gender	Number	Percent
Male	604	41.4 %
Female	854	58.6 %
Total	1458	100.0 %

Q27. What is your total annual household income?

Q27. What is your total annual household income	Number	Percent
Under \$10K	384	26.3 %
\$10K-\$19,999	118	8.1 %
\$20K-\$29,999	149	10.2 %
\$30K-\$39,999	131	9.0 %
\$40K-\$49,999	109	7.5 %
\$50K-\$74,999	177	12.1 %
\$75K+	203	13.9 %
Not provided	191	13.1 %
Total	1462	100.0 %

Q27. What is your total annual household income? (without "not provided")

Q27. What is your total annual household income	Number	Percent
Under \$10K	384	30.2 %
\$10K-\$19,999	118	9.3 %
\$20K-\$29,999	149	11.7 %
\$30K-\$39,999	131	10.3 %
\$40K-\$49,999	109	8.6 %
\$50K-\$74,999	177	13.9 %
\$75K+	203	16.0 %
Total	1271	100.0 %

Q28. Are you:

Q28. What best describe you	Number	Percent
Undergraduate student at UNC	501	34.3 %
Faculty at UNC	67	4.6 %
Graduate student at UNC	423	28.9 %
Employee at UNC Hospital	184	12.6 %
Staff/contractor at UNC	150	10.3 %
Not affiliated with UNC	156	10.7 %
Total	1481	

Q29. Which ONE of the following BEST describes your occupation?

Q29. What best describes your occupation	Number	Percent
Clerical	56	3.8 %
Retired	29	2.0 %
Laborer	38	2.6 %
Student	854	58.4 %
Professional	292	20.0 %
Skilled technician	62	4.2 %
Homemaker	6	0.4 %
Manager	25	1.7 %
Service industry	53	3.6 %
Unemployed	31	2.1 %
Not provided	16	1.1 %
Total	1462	100.0 %

Q29. Which ONE of the following BEST describes your occupation? (without "not provided")

Q29. What best describes your occupation	Number	Percent
Clerical	56	3.9 %
Retired	29	2.0 %
Laborer	38	2.6 %
Student	854	59.1 %
Professional	292	20.2 %
Skilled technician	62	4.3 %
Homemaker	6	0.4 %
Manager	25	1.7 %
Service industry	53	3.7 %
Unemployed	31	2.1 %
Total	1446	100.0 %

Q29a. (If you are employed) How long does it typically take you to get from your home to work (one-way) using the bus?

Q29a. How long does it typically take you to get from your home to work (one-way) using the bus	Number	Percent
0-10 minutes	131	13.7 %
11-20 minutes	414	43.3 %
21-30 minutes	201	21.0 %
31-40 minutes	82	8.6 %
41-50 minutes	63	6.6 %
51-60 minutes	46	4.8 %
61+ minutes	19	2.0 %
Total	956	100.0 %

Section 3:

***Crosstabulations of the
Survey Data (Express)***

Q1. Which Route are you currently on?

Q1. Which Route are you currently on	Number	Percent
CCX	40	16.8 %
CPX	24	10.1 %
FCX	122	51.3 %
HU	25	10.5 %
JFX	27	11.3 %
Total	238	100.0 %

Q2. How often do you use CHT?

Q2. How often do you use CHT	Number	Percent
less than once a week	4	1.7 %
1 day a week	6	2.5 %
2 days a week	6	2.5 %
3 days a week	27	11.3 %
4 days a week	26	10.9 %
5 days a week	146	61.3 %
6+ days a week	22	9.2 %
<u>This is my first time riding</u>	1	0.4 %
Total	238	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school?

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	218	91.6 %
6-10	7	2.9 %
10+	2	0.8 %
Not provided	11	4.6 %
Total	238	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school? (without "not provided")

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	218	96.0 %
6-10	7	3.1 %
10+	2	0.9 %
Total	227	100.0 %

Q4. How long have you been using CHT's services at least once per week?

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	8	3.4 %
1-6 months	71	29.8 %
7-12 months	13	5.5 %
1-2 years	52	21.8 %
3-4 years	38	16.0 %
4+ years	54	22.7 %
Not provided	2	0.8 %
Total	238	100.0 %

Q4. How long have you been using CHT's services at least once per week? (without "not provided")

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	8	3.4 %
1-6 months	71	30.1 %
7-12 months	13	5.5 %
1-2 years	52	22.0 %
3-4 years	38	16.1 %
4+ years	54	22.9 %
Total	236	100.0 %

Q5. Do you have another vehicle that you could use to make this trip?

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	183	76.9 %
No	53	22.3 %
Not provided	2	0.8 %
Total	238	100.0 %

Q5. Do you have another vehicle that you could use to make this trip? (without "not provided")

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	183	77.5 %
No	53	22.5 %
Total	236	100.0 %

Q6. Did you board this bus at a Park and Ride location?

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	197	82.8 %
No	41	17.2 %
Total	238	100.0 %

Q6. Did you board this bus at a Park and Ride location? (without "not provided")

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	197	82.8 %
No	41	17.2 %
Total	238	100.0 %

Q6a. If yes, which one?

Q6a. Which location	Number	Percent
FRIDAY CENTER	99	51.8 %
JONES FERRY	18	9.4 %
CARBORRO PLAZA	10	5.2 %
CHATHAM COUNTY PARK & RIDE	9	4.7 %
FCX	8	4.2 %
CHATHAM COUNTY	7	3.7 %
CHATHAM	6	3.1 %
HENDRICK PARK & RIDE	6	3.1 %
CCX	4	2.1 %
CPX CARRBORO PLAZA	3	1.6 %
SOUTHERN VILLAGE	2	1.0 %
MANNING DR	2	1.0 %
COLE PARK	1	0.5 %
JFX	1	0.5 %
D	1	0.5 %
JFX-JONES FERRY	1	0.5 %
CHATHAM COUNTY CCX	1	0.5 %
HEALTH SCIENCE LIBRARY	1	0.5 %
CCX-SECU	1	0.5 %
Hospital	1	0.5 %
CCX PARK & RIDE /NS SOUTHERN VILLAGE	1	0.5 %
HU	1	0.5 %
NC 54-FRIDAY CENTER	1	0.5 %
FCX AND S	1	0.5 %
S & 54 PARKING LOT	1	0.5 %
MANNING (HOSPITAL)	1	0.5 %
54 LOT	1	0.5 %
NC 54	1	0.5 %
54 ST FRIDAY CENTER	1	0.5 %
Total	191	100.0 %

Q7. What is most important to you in a Bus Rapid Transit System?

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
System		
Bike/pedestrian connections	15	6.3 %
Speed of service	177	74.4 %
Corridor development	8	3.4 %
Convenient transfers	63	26.5 %
Extended later service	66	27.7 %
Regional connections	16	6.7 %
Station experience	15	6.3 %
None of these are important to me	9	3.8 %
Total	369	

Q7. What is most important to you in a Bus Rapid Transit System? (without "none of these are important to me")

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
System		
Bike/pedestrian connections	15	6.6 %
Speed of service	177	77.3 %
Corridor development	8	3.5 %
Convenient transfers	63	27.5 %
Extended later service	66	28.8 %
Regional connections	16	7.0 %
Station experience	15	6.6 %
Total	360	

Q8. Do you own a car?

Q8. Do you own a car	Number	Percent
Yes	214	89.9 %
No	23	9.7 %
Not provided	1	0.4 %
Total	238	100.0 %

Q8. Do you own a car? (without "not provided")

Q8. Do you own a car	Number	Percent
Yes	214	90.3 %
No	23	9.7 %
Total	237	100.0 %

Q8a. If you own a car, why do you use public transportation?

Q8a. Why do you use public transportation	Number	Percent
Parking is too expensive	142	66.4 %
The bus is faster than driving	30	14.0 %
Parking is hard to find	105	49.1 %
I care about the environment	44	20.6 %
To avoid traffic congestion	46	21.5 %
Don't like driving	13	6.1 %
Driving is too expensive	6	2.8 %
Don't have a license	1	0.5 %
Other	35	16.4 %
Total	422	

Q8a. Other

Q8a-9. Other	Number	Percent
Limited parking on campus	2	5.7 %
NO UNIVERSITY PARKING	1	2.9 %
EMPLOYEES CAN'T PARK AT HOSPITAL	1	2.9 %
COULD NOT GET A PARKING PERMIT	1	2.9 %
NO PARKING AT WORK	1	2.9 %
NOT ALLOWED TO USE UNC DECK	1	2.9 %
WAIT LIST FOR PARKING	1	2.9 %
NOT ABLE TO BUY PARKING PASS AT THE TIME I WAS HIRED AT UNC	1	2.9 %
LIVE FAR AWAY	1	2.9 %
NO PARKING AVAILABLE AT THE HOSPITAL	1	2.9 %
HAVE TO BECAUSE OF HOSPITAL PARKING	1	2.9 %
CANT PARK ON CAMPUS	1	2.9 %
JOB REQUIREMENT FOR PARKING	1	2.9 %
PARKING NOT PROVIDED BY UNC HOSPITAL	1	2.9 %
WORK SENIORITY	1	2.9 %
NO OTHER OPTION	1	2.9 %
DON'TUSE PARKING DECK BECAUSE I'M AN EMPLOYEE	1	2.9 %
ON WAITING LIST FOR PARKING SPACE AT HOSPITAL	1	2.9 %
WIFE USES CAR	1	2.9 %
UNC Hospital gives me this option	1	2.9 %
I DON'T HAVE A PARKING PASS CLOSER TO THE HOSPITAL	1	2.9 %
Required by UNC, no parking passes on campus available	1	2.9 %
No on campus parking	1	2.9 %
PARKING NOT PERMITTED AT UNC	1	2.9 %
FOR JOB	1	2.9 %
NO PARKING AVAILABLE AT OFFICE	1	2.9 %
Friday Center was the only paying pass I could get	1	2.9 %
Have to park and ride for work, only option	1	2.9 %
HAVE TO PAY FOR PARKING	1	2.9 %
FROM LOT TO CAMPUS	1	2.9 %
PARK & RIDE	1	2.9 %
HAVE TO DROP OFF MY BUS AT THE END OF NIGHT AT HEDRICK	1	2.9 %
I HAVE TO FOR WORK	1	2.9 %
NO PARKING ALLOTMENT	1	2.9 %
Total	35	100.0 %

Q8b. If you don't own a car, why do you use public transportation?

Q8b. Why do you use public transportation	Number	Percent
It's my only alternative	15	65.2 %
No car available for this trip	6	26.1 %
Do not have a driver's license	4	17.4 %
Other	3	13.0 %
Total	28	

Q8b. Other

Q8b-4. Other	Number	Percent
HOSPITAL WILL NOT ALLOW	1	33.3 %
DO NOT DRIVE	1	33.3 %
NEVER DRIVE	1	33.3 %
Total	3	100.0 %

Q9. What is the main purpose of this trip?

Q9. What is the main purpose of this trip	Number	Percent
Work	157	66.0 %
Personal business	2	0.8 %
Shopping	3	1.3 %
Middle school (grades 6-8)	1	0.4 %
College	65	27.3 %
Hospital/doctor's office	4	1.7 %
Other	6	2.5 %
Total	238	100.0 %

Q9. What is the main purpose of this trip? (without "not provided")

Q9. What is the main purpose of this trip	Number	Percent
Work	157	66.0 %
Personal business	2	0.8 %
Shopping	3	1.3 %
Middle school (grades 6-8)	1	0.4 %
College	65	27.3 %
Hospital/doctor's office	4	1.7 %
Other	6	2.5 %
Total	238	100.0 %

Q9. Other

Q9-9. Other	Number	Percent
GRAD SCHOOL	4	66.7 %
CLINICAL	1	16.7 %
MEDICAL SCHOOL	1	16.7 %
Total	6	100.0 %

Q10. How did you get to the bus that you are currently riding?

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	83	34.9 %
Drove a car	146	61.3 %
Got a ride from someone else	1	0.4 %
Rode a bicycle	1	0.4 %
Transferred from another CHT bus	2	0.8 %
Transferred from Go Triangle	2	0.8 %
Other	2	0.8 %
Not provided	1	0.4 %
Total	238	100.0 %

Q10. How did you get to the bus that you are currently riding? (without "not provided")

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	83	35.0 %
Drove a car	146	61.6 %
Got a ride from someone else	1	0.4 %
Rode a bicycle	1	0.4 %
Transferred from another CHT bus	2	0.8 %
Transferred from Go Triangle	2	0.8 %
Other	2	0.8 %
Total	237	100.0 %

Q10-8. Other

Q10-8. Other	Number	Percent
PARKING LOT	1	100.0 %
Total	1	100.0 %

Q10-1. If walked, how many blocks?

Q10-1. How many blocks	Number	Percent
0-5	71	91.0 %
6-10	6	7.7 %
10+	1	1.3 %
Total	78	100.0 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
101 MANNING DR	11	6.1 %
HEALTH SCIENCES LIBRARY	6	3.3 %
UNC HOSPITAL	6	3.3 %
FRIDAY CENTER	6	3.3 %
UNC Hospital	3	1.7 %
HEALTH SCIENCE LIBRARY	3	1.7 %
MANNING DR	3	1.7 %
100 FRIDAY CENTER DR	2	1.1 %
Health Science Library	2	1.1 %
CHATHAM PARK & RIDE	2	1.1 %
CARRINGTON HALL	2	1.1 %
54 HWY	2	1.1 %
COLUMBIA & MANNING	2	1.1 %
RALEIGH RD	2	1.1 %
Manning Dr	2	1.1 %
JONES FERRY RD & OLD FAYETTEVILLE RD	2	1.1 %
COLE PARK PLAZA & FEARRINGTON	1	0.6 %
MANNING PUBLIC SAFETY	1	0.6 %
BRIAR CHAPEL PKWY & 15-501	1	0.6 %
MANNING DR & HOSPITAL	1	0.6 %
STUDENT UNION BUILDING	1	0.6 %
OLD LYSTRA RD & 15-501	1	0.6 %
101 MANNING UNC HOSPITAL	1	0.6 %
MANNING DR & UNC HOSPITAL	1	0.6 %
COLE PARK & MANS CHAPEL SOUTH RD	1	0.6 %
15-501 & MANN CHAPEL RD	1	0.6 %
MANNING DR/COLUMBIA (HSL)	1	0.6 %
450 EHRINGHAUS DR	1	0.6 %
139 FOX CHAPEL LANE PITTSBORO	1	0.6 %
511 PINE BLUFF TRAIL	1	0.6 %
STUDENT UNION	1	0.6 %
CCX PARK & RIDE LOT 15-501	1	0.6 %
MASON FARM & COLUMBIA	1	0.6 %
JONES FERRY	1	0.6 %
JONES FERRY/OLD FAYETTEVILLE	1	0.6 %
JONES FERRY & OLD FAYETTEVILLE	1	0.6 %
MANNING & S COLUMBIA	1	0.6 %
MANNING & EAST	1	0.6 %
JONES FERRY & FAYETTEVILLE	1	0.6 %
UNC HEALTH LIBRARY	1	0.6 %
N COLUMBIA & MANNING	1	0.6 %
COLUMBIA & PITTSBORO	1	0.6 %
POPLAR PLACE APARTMENTS	1	0.6 %
120 MASON FARM RD	1	0.6 %
KEENAN LABS	1	0.6 %
SOUTH RD & S COLOMBIA	1	0.6 %
MANNING DR/HOSPITAL	1	0.6 %
FRANK WOODS	1	0.6 %
MEDICAL DR & COLUMBIA	1	0.6 %
MEADOWMONT & 54	1	0.6 %
FRIDAY CENTER DR	1	0.6 %
EMERGENCY DRIVE	1	0.6 %
UNC CAMPUS	1	0.6 %
STUDENT STORE	1	0.6 %
54 & LITTLEJOHN RD	1	0.6 %
480 EHRINGHAUS DR	1	0.6 %
CAMPUS	1	0.6 %
FRIDAY CENTER & HWY 54	1	0.6 %
MANNING DRIVE	1	0.6 %
UNCH/FRIDAY CENTER LOT	1	0.6 %
PLAZA & 15-501	1	0.6 %
BELL MEADOWMONT	1	0.6 %
PHARMACY SCHOOL/CARRIGAN HALL STOP	1	0.6 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
FCX STOP-MANNING DRIVE	1	0.6 %
JONES FERRY RD	1	0.6 %
UNC CHAPEL HILL HOSPITAL	1	0.6 %
ROSENGO HALL	1	0.6 %
MANNING DR @UNC HOSPITAL	1	0.6 %
ELLIS RD, DURHAM, NC	1	0.6 %
EUBANKS RD	1	0.6 %
UNC HOSPITAL/MANNING DR	1	0.6 %
LAW SCHOOL	1	0.6 %
MANNING DR HOSPITAL DR & EAST DRIVE	1	0.6 %
MANNING DR & WEST ST	1	0.6 %
UNC SOUTH& RALEIGH RD	1	0.6 %
MANNING AND COLUMBIA	1	0.6 %
SOUTH/COLUMBIA	1	0.6 %
SOUTH RD AND SOUTH COLUMBIA	1	0.6 %
15-501	1	0.6 %
ROTC STOP @ UNC	1	0.6 %
MARISCO	1	0.6 %
BUSEL	1	0.6 %
325 Pittsboro St/near credit union	1	0.6 %
FCX - Hospital	1	0.6 %
Friday Center 154 Hwy	1	0.6 %
Manning and Emergency Room/Hibbard	1	0.6 %
Cameron	1	0.6 %
Hanes Art Center	1	0.6 %
Pharmacy School	1	0.6 %
South Rd/Raleigh St	1	0.6 %
Friday Center	1	0.6 %
Manning Drive & Columbia St	1	0.6 %
15-501 & OLD LYSTRA	1	0.6 %
Manning / West Drive	1	0.6 %
South Rd at Bell Tower	1	0.6 %
Bondurant Hall	1	0.6 %
UNC, South Rd at Fetar Gym	1	0.6 %
Columbia St	1	0.6 %
HSL	1	0.6 %
UNC to College	1	0.6 %
COLUMBIA & SOUTH RD	1	0.6 %
UNC HSL	1	0.6 %
HEALTH SCIENCE LIBRARY UNC	1	0.6 %
OLD FAYETTEVILLE & AUTUMN WOODS	1	0.6 %
AUTUMN WOODS	1	0.6 %
ROTC STITTERSON & PERFECT	1	0.6 %
UNC HEALTH SCIENCE LIBRARY	1	0.6 %
UNC DAVIS LIBRARY	1	0.6 %
54 & POPLAR	1	0.6 %
CAMERON AVE & RALEIGH ST	1	0.6 %
UNC ROTC BUILDING	1	0.6 %
222 OLD FAYETTEVILLE RD	1	0.6 %
MANNING & SOUTH COLUMBIA	1	0.6 %
S Columbia St & Manning dr	1	0.6 %
Campus	1	0.6 %
Meadowmont	1	0.6 %
Durham, 9A Dearborn Street route	1	0.6 %
Manning Dr @ UNC Hospital	1	0.6 %
Manning Drive (UNC Hospital)	1	0.6 %
Raleigh Rd & South Road	1	0.6 %
UNC Student Stores	1	0.6 %
UNC Hospital & Manning Drive	1	0.6 %
Raleigh Road	1	0.6 %
Health Sciences Library	1	0.6 %
Manning Drive	1	0.6 %
Med School	1	0.6 %
Manning Drive (Front of hospital)	1	0.6 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
Barbee Chapel and Farmington Road	1	0.6 %
54TH AND FRIDAY CENTER	1	0.6 %
207 SOUTH RD	1	0.6 %
HIGHWAY 54	1	0.6 %
BARBEE CHAPEL RD & RALEIGH RD	1	0.6 %
ESOP	1	0.6 %
HEDRICK/HOSPITAL 101 MANNING	1	0.6 %
HWY 54	1	0.6 %
CHAPEL HILL CAMPUS NEAR HOSPITAL	1	0.6 %
101 OLD MASON FARM RD	1	0.6 %
MANNING DR UNC CANCER HOSPITAL	1	0.6 %
MANNING AT UNC HOSPITAL	1	0.6 %
Total	180	100.0 %

Q12. If CHT service was not available, how would you make this trip?

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	162	68.1 %
Walk	9	3.8 %
Get a ride from someone else	22	9.2 %
Use a taxi	12	5.0 %
Bicycle	12	5.0 %
I would not make this trip	19	8.0 %
Not provided	2	0.8 %
Total	238	100.0 %

Q12. If CHT service was not available, how would you make this trip? (without "not provided")

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	162	68.6 %
Walk	9	3.8 %
Get a ride from someone else	22	9.3 %
Use a taxi	12	5.1 %
Bicycle	12	5.1 %
I would not make this trip	19	8.1 %
Total	236	100.0 %

Q13. Please check ALL the items that would encourage you to use public transportation more often.

Q13. All items that would encourage you to use public transportation more often	Number	Percent
More frequent service (if buses came by stops more often)	93	39.1 %
Faster travel time (if it took less time to get to destinations)	55	23.1 %
More service offered later in evenings	70	29.4 %
More service offered earlier in mornings	34	14.3 %
More service offered on Saturdays	43	18.1 %
More service offered on Sundays	36	15.1 %
Cleaner/better maintained vehicles	6	2.5 %
Service provided to more destinations	54	22.7 %
More information available about services offered	11	4.6 %
Buses being on-time/service more reliable	45	18.9 %
More covered shelters available	26	10.9 %
Fuel prices increase	17	7.1 %
Bus stops located closer to my home	53	22.3 %
More comfortable vehicles	13	5.5 %
Operator(s) more helpful	8	3.4 %
Nothing. I am riding it as often as I can	92	38.7 %
Total	656	

Q14. What is your home ZIP CODE?

<u>Q14. What is your home zip code</u>	<u>Number</u>	<u>Percent</u>
27510	28	11.9 %
27517	27	11.4 %
27713	22	9.3 %
27516	17	7.2 %
27707	11	4.7 %
27519	11	4.7 %
27514	10	4.2 %
27704	10	4.2 %
27312	8	3.4 %
27253	8	3.4 %
27703	6	2.5 %
27302	5	2.1 %
27215	5	2.1 %
27705	5	2.1 %
27529	4	1.7 %
27560	4	1.7 %
27330	3	1.3 %
27606	3	1.3 %
27617	3	1.3 %
27344	3	1.3 %
27613	2	0.8 %
27610	2	0.8 %
27522	2	0.8 %
27615	2	0.8 %
27603	2	0.8 %
27513	1	0.4 %
27616	1	0.4 %
77514	1	0.4 %
27612	1	0.4 %
27298	1	0.4 %
27399	1	0.4 %
27217	1	0.4 %
27265	1	0.4 %
27148	1	0.4 %
27012	1	0.4 %
28677	1	0.4 %
27503	1	0.4 %
28306	1	0.4 %
27604	1	0.4 %
27455	1	0.4 %
27205	1	0.4 %
27349	1	0.4 %
27511	1	0.4 %
27607	1	0.4 %
27501	1	0.4 %
27582	1	0.4 %
27505	1	0.4 %
28323	1	0.4 %
27244	1	0.4 %
25717	1	0.4 %
27702	1	0.4 %
27545	1	0.4 %
27577	1	0.4 %
27518	1	0.4 %
27512	1	0.4 %
27523	1	0.4 %
27278	1	0.4 %
32447	1	0.4 %
Total	236	100.0 %

Q15. How many blocks is your home from the nearest bus stop?

<u>Q15. How many blocks is your home from the nearest bus stop</u>	<u>Number</u>	<u>Percent</u>
0-5	87	36.6 %
6-10	5	2.1 %
11-20	5	2.1 %
21-30	47	19.7 %
31+	5	2.1 %
Not provided	89	37.4 %
Total	238	100.0 %

Q15. How many blocks is your home from the nearest bus stop? (without "not provided")

Q15. How many blocks is your home from the nearest bus stop	Number	Percent
0-5	87	58.4 %
6-10	5	3.4 %
11-20	5	3.4 %
21-30	47	31.5 %
31+	5	3.4 %
Total	149	100.0 %

Q16. Do you think you will still be using CHT a year from now?

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	209	87.8 %
No	28	11.8 %
Not provided	1	0.4 %
Total	238	100.0 %

Q16. Do you think you will still be using CHT a year from now? (without "not provided")

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	209	88.2 %
No	28	11.8 %
Total	237	100.0 %

Q17. Overall, how would you rate the quality of CHT?

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	71	29.8 %
Good	141	59.2 %
Average	21	8.8 %
Poor	4	1.7 %
Don't know	1	0.4 %
Total	238	100.0 %

Q17. Overall, how would you rate the quality of CHT? (without "don't know")

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	71	30.0 %
Good	141	59.5 %
Average	21	8.9 %
Poor	4	1.7 %
Total	237	100.0 %

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Timeliness of buses	20.6%	55.0%	16.8%	6.3%	0.4%	0.8%
Q18-2. Cleanliness/maintenance of buses	44.1%	45.4%	8.0%	0.8%	0.4%	1.3%
Q18-3. How comfortable buses are to ride	32.8%	49.6%	12.6%	2.5%	1.3%	1.3%
Q18-4. Availability of bus shelters at bus stops	24.4%	40.8%	23.9%	6.3%	2.1%	2.5%
Q18-5. How quickly buses get you to your destination	30.3%	44.5%	16.0%	6.3%	1.3%	1.7%
Q18-6. How close bus stops are located to your home	21.4%	18.9%	26.1%	10.5%	5.9%	17.2%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	45.0%	39.1%	9.2%	2.1%	0.8%	3.8%
Q18-8. Number of destinations served by bus	26.1%	45.4%	18.5%	4.2%	0.0%	5.9%
Q18-9. Hours bus service is offered	18.1%	29.0%	25.2%	21.0%	2.5%	4.2%
Q18-10. Availability of bus services on Saturdays	9.7%	7.6%	33.6%	14.3%	2.1%	32.8%
Q18-11. Availability of bus services on Sundays	10.5%	6.7%	32.8%	13.4%	2.9%	33.6%
Q18-12. How easy it is to transfer between buses	15.1%	24.4%	25.6%	2.5%	0.4%	31.9%
Q18-13. How safely bus drivers operate vehicles	41.2%	41.2%	10.5%	1.7%	0.4%	5.0%
Q18-14. Courtesy/customer service of operators	42.4%	40.3%	8.8%	1.3%	0.4%	6.7%
Q18-15. How knowledgeable bus operators are about services	37.4%	35.7%	12.2%	0.8%	0.4%	13.4%
Q18-16. Availability of route & schedule information	36.6%	37.4%	15.1%	5.9%	2.1%	2.9%
Q18-17. How easy it is to understand route & schedule information	31.5%	40.3%	15.1%	6.7%	1.3%	5.0%
Q18-18. Usefulness of information on buses	22.3%	34.5%	31.9%	3.4%	0.8%	7.1%
Q18-19. How easy it is to learn to use CHT bus system	29.4%	46.2%	15.5%	2.9%	0.8%	5.0%
Q18-20. How safe you feel while traveling on bus	49.2%	43.3%	4.2%	0.8%	0.0%	2.5%
Q18-21. How safe you feel while waiting at bus stops	41.6%	43.7%	8.8%	2.5%	0.4%	2.9%

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Timeliness of buses	20.8%	55.5%	16.9%	6.4%	0.4%
Q18-2. Cleanliness/maintenance of buses	44.7%	46.0%	8.1%	0.9%	0.4%
Q18-3. How comfortable buses are to ride	33.2%	50.2%	12.8%	2.6%	1.3%
Q18-4. Availability of bus shelters at bus stops	25.0%	41.8%	24.6%	6.5%	2.2%
Q18-5. How quickly buses get you to your destination	30.8%	45.3%	16.2%	6.4%	1.3%
Q18-6. How close bus stops are located to your home	25.9%	22.8%	31.5%	12.7%	7.1%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	46.7%	40.6%	9.6%	2.2%	0.9%
Q18-8. Number of destinations served by bus	27.7%	48.2%	19.6%	4.5%	0.0%
Q18-9. Hours bus service is offered	18.9%	30.3%	26.3%	21.9%	2.6%
Q18-10. Availability of bus services on Saturdays	14.4%	11.3%	50.0%	21.3%	3.1%
Q18-11. Availability of bus services on Sundays	15.8%	10.1%	49.4%	20.3%	4.4%
Q18-12. How easy it is to transfer between buses	22.2%	35.8%	37.7%	3.7%	0.6%
Q18-13. How safely bus drivers operate vehicles	43.4%	43.4%	11.1%	1.8%	0.4%
Q18-14. Courtesy/customer service of operators	45.5%	43.2%	9.5%	1.4%	0.5%
Q18-15. How knowledgeable bus operators are about services	43.2%	41.3%	14.1%	1.0%	0.5%
Q18-16. Availability of route & schedule information	37.7%	38.5%	15.6%	6.1%	2.2%
Q18-17. How easy it is to understand route & schedule information	33.2%	42.5%	15.9%	7.1%	1.3%
Q18-18. Usefulness of information on buses	24.0%	37.1%	34.4%	3.6%	0.9%
Q18-19. How easy it is to learn to use CHT bus system	31.0%	48.7%	16.4%	3.1%	0.9%
Q18-20. How safe you feel while traveling on bus	50.4%	44.4%	4.3%	0.9%	0.0%
Q18-21. How safe you feel while waiting at bus stops	42.9%	45.0%	9.1%	2.6%	0.4%

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. Top choice	Number	Percent
Timeliness of buses	115	48.3 %
Cleanliness/maintenance of buses	6	2.5 %
Availability of bus shelters at bus stops	1	0.4 %
How quickly buses get you to your destination	12	5.0 %
How close bus stops are located to your home	15	6.3 %
How close bus stops are located to your workplace or other frequent destinations	6	2.5 %
Number of destinations served by bus	3	1.3 %
Hours bus service is offered	32	13.4 %
Availability of bus services on Saturdays	2	0.8 %
How easy it is to transfer between buses	1	0.4 %
How safely bus drivers operate vehicles	2	0.8 %
Availability of route & schedule information	4	1.7 %
How easy it is to understand route & schedule information	2	0.8 %
How safe you feel while traveling on bus	5	2.1 %
How safe you feel while waiting at bus stops	5	2.1 %
None chosen	27	11.3 %
Total	238	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 2nd choice	Number	Percent
Timeliness of buses	29	12.2 %
Cleanliness/maintenance of buses	8	3.4 %
How comfortable buses are to ride	3	1.3 %
Availability of bus shelters at bus stops	9	3.8 %
How quickly buses get you to your destination	47	19.7 %
How close bus stops are located to your home	18	7.6 %
How close bus stops are located to your workplace or other frequent destinations	15	6.3 %
Number of destinations served by bus	6	2.5 %
Hours bus service is offered	20	8.4 %
Availability of bus services on Saturdays	4	1.7 %
Availability of bus services on Sundays	3	1.3 %
How easy it is to transfer between buses	1	0.4 %
How safely bus drivers operate vehicles	11	4.6 %
Courtesy/customer service of operators	3	1.3 %
Availability of route & schedule information	9	3.8 %
How easy it is to understand route & schedule information	3	1.3 %
Usefulness of information on buses	2	0.8 %
How easy it is to learn to use CHT bus system	2	0.8 %
How safe you feel while traveling on bus	6	2.5 %
How safe you feel while waiting at bus stops	5	2.1 %
None chosen	34	14.3 %
Total	238	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 3rd choice	Number	Percent
Timeliness of buses	12	5.0 %
Cleanliness/maintenance of buses	9	3.8 %
How comfortable buses are to ride	6	2.5 %
Availability of bus shelters at bus stops	7	2.9 %
How quickly buses get you to your destination	21	8.8 %
How close bus stops are located to your home	10	4.2 %
How close bus stops are located to your workplace or other frequent destinations	26	10.9 %
Number of destinations served by bus	16	6.7 %
Hours bus service is offered	30	12.6 %
Availability of bus services on Saturdays	4	1.7 %
Availability of bus services on Sundays	5	2.1 %
How safely bus drivers operate vehicles	7	2.9 %
Courtesy/customer service of operators	8	3.4 %
How knowledgeable bus operators are about services	2	0.8 %
Availability of route & schedule information	10	4.2 %
How easy it is to understand route & schedule information	9	3.8 %
Usefulness of information on buses	1	0.4 %
How easy it is to learn to use CHT bus system	2	0.8 %
How safe you feel while traveling on bus	10	4.2 %
How safe you feel while waiting at bus stops	6	2.5 %
None chosen	37	15.5 %
Total	238	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important? (top 3)

Q19. Top choice	Number	Percent
Timeliness of buses	156	65.5 %
Cleanliness/maintenance of buses	23	9.7 %
How comfortable buses are to ride	9	3.8 %
Availability of bus shelters at bus stops	17	7.1 %
How quickly buses get you to your destination	80	33.6 %
How close bus stops are located to your home	43	18.1 %
How close bus stops are located to your workplace or other frequent destinations	47	19.7 %
Number of destinations served by bus	25	10.5 %
Hours bus service is offered	82	34.5 %
Availability of bus services on Saturdays	10	4.2 %
Availability of bus services on Sundays	8	3.4 %
How easy it is to transfer between buses	2	0.8 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important? (top 3)

Q19. Top choice	Number	Percent
How safely bus drivers operate vehicles	20	8.4 %
Courtesy/customer service of operators	11	4.6 %
How knowledgeable bus operators are about services	2	0.8 %
Availability of route & schedule information	23	9.7 %
How easy it is to understand route & schedule information	14	5.9 %
Usefulness of information on buses	3	1.3 %
How easy it is to learn to use CHT bus system	4	1.7 %
How safe you feel while traveling on bus	21	8.8 %
How safe you feel while waiting at bus stops	16	6.7 %
None chosen	27	11.3 %
Total	643	

Q20. How do you typically get information about CHT services?

Q20. How do you typically get information about CHT services	Number	Percent
Operators	23	9.7 %
Friends/family	29	12.2 %
Employer	25	10.5 %
CHT website	137	57.6 %
By calling CHT	10	4.2 %
Signs posted on buses	29	12.2 %
UNC/Hospital Information	38	16.0 %
Other riders	13	5.5 %
Mobile apps	109	45.8 %
Social media	11	4.6 %
Other	5	2.1 %
Total	429	

Q20. Other

Q20-11. Other	Number	Percent
Google Map	2	40.0 %
BROCHURES ON BUS	1	20.0 %
SIGNS @ BUS STOPS	1	20.0 %
Website	1	20.0 %
Total	5	100.0 %

Q21. Which of the following trip planners do you use?

Q21. What trip planners do you use	Number	Percent
Google transit	62	26.1 %
Go Triangle	27	11.3 %
Neither	154	64.7 %
Total	243	

Q22. Do you use CHT's NextBus?

Q22. Do you use CHT's NextBus	Number	Percent
Yes	111	46.6 %
No	125	52.5 %
Not provided	2	0.8 %
Total	238	100.0 %

Q22. Do you use CHT's NextBus? (without "not provided")

Q22. Do you use CHT's NextBus	Number	Percent
Yes	111	47.0 %
No	125	53.0 %
Total	236	100.0 %

Q23. Would you like to receive email alerts about CHT services?

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	55	23.1 %
No	181	76.1 %
Not provided	2	0.8 %
Total	238	100.0 %

Q23. Would you like to receive email alerts about CHT services? (without "not provided")

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	55	23.3 %
No	181	76.7 %
Total	236	100.0 %

Q24. Including yourself, how many people live in your household?

Q24. How many people live in your household	Number	Percent
1	56	23.5 %
2	82	34.5 %
3	46	19.3 %
4	32	13.4 %
5	14	5.9 %
6	6	2.5 %
7	2	0.8 %
Total	238	100.0 %

Q24. Including yourself, how many people live in your household? (without "not provided")

Q24. How many people live in your household	Number	Percent
1	56	23.5 %
2	82	34.5 %
3	46	19.3 %
4	32	13.4 %
5	14	5.9 %
6	6	2.5 %
7	2	0.8 %
Total	238	100.0 %

Q25. What is your age?

Q25. Your age	Number	Percent
Less than 18	4	1.7 %
18-24	65	27.3 %
25-34	79	33.2 %
35-44	27	11.3 %
45-54	26	10.9 %
55-64	21	8.8 %
65+	8	3.4 %
Not provided	8	3.4 %
Total	238	100.0 %

Q25. What is your age? (without "not provided")

Q25. Your age	Number	Percent
Less than 18	4	1.7 %
18-24	65	28.3 %
25-34	79	34.3 %
35-44	27	11.7 %
45-54	26	11.3 %
55-64	21	9.1 %
65+	8	3.5 %
Total	230	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	83	34.9 %
Female	155	65.1 %
Total	238	100.0 %

Q26. Your gender: (without "not provided")

Q26. Your gender	Number	Percent
Male	83	34.9 %
Female	155	65.1 %
Total	238	100.0 %

Q27. What is your total annual household income?

Q27. What is your total annual household income	Number	Percent
Under \$10K	24	10.1 %
\$10K-\$19,999	6	2.5 %
\$20K-\$29,999	21	8.8 %
\$30K-\$39,999	19	8.0 %
\$40K-\$49,999	30	12.6 %
\$50K-\$74,999	47	19.7 %
\$75K+	58	24.4 %
Not provided	33	13.9 %
Total	238	100.0 %

Q27. What is your total annual household income? (without "not provided")

Q27. What is your total annual household income	Number	Percent
Under \$10K	24	11.7 %
\$10K-\$19,999	6	2.9 %
\$20K-\$29,999	21	10.2 %
\$30K-\$39,999	19	9.3 %
\$40K-\$49,999	30	14.6 %
\$50K-\$74,999	47	22.9 %
\$75K+	58	28.3 %
Total	205	100.0 %

Q28. Are you:

Q28. What best describe you	Number	Percent
Undergraduate student at UNC	32	13.4 %
Faculty at UNC	12	5.0 %
Graduate student at UNC	59	24.8 %
Employee at UNC Hospital	81	34.0 %
Staff/contractor at UNC	50	21.0 %
Not affiliated with UNC	8	3.4 %
Total	242	

Q29. Which ONE of the following BEST describes your occupation?

Q29. What best describes your occupation	Number	Percent
Clerical	18	7.6 %
Retired	4	1.7 %
Laborer	10	4.2 %
Student	84	35.3 %
Professional	87	36.6 %
Skilled technician	19	8.0 %
Manager	4	1.7 %
Service industry	10	4.2 %
Unemployed	1	0.4 %
Not provided	1	0.4 %
Total	238	100.0 %

Q29. Which ONE of the following BEST describes your occupation? (without "not provided")

Q29. What best describes your occupation	Number	Percent
Clerical	18	7.6 %
Retired	4	1.7 %
Laborer	10	4.2 %
Student	84	35.4 %
Professional	87	36.7 %
Skilled technician	19	8.0 %
Manager	4	1.7 %
Service industry	10	4.2 %
Unemployed	1	0.4 %
Total	237	100.0 %

Q29a. (If you are employed) How long does it typically take you to get from your home to work (one-way) using the bus?

Q29a. How long does it typically take you to get from your home to work (one-way) using the bus	Number	Percent
0-10 minutes	10	5.6 %
11-20 minutes	66	36.9 %
21-30 minutes	31	17.3 %
31-40 minutes	26	14.5 %
41-50 minutes	22	12.3 %
51-60 minutes	16	8.9 %
61+ minutes	8	4.5 %
Total	179	100.0 %

Section 3:

*Crosstabulations of the
Survey Data (Local)*

Q1. Which Route are you currently on?

Q1. Which Route are you currently on	Number	Percent
A	68	5.6 %
CL	10	0.8 %
CM	20	1.6 %
CW	46	3.8 %
D	124	10.1 %
F	60	4.9 %
G	37	3.0 %
J	188	15.4 %
N	64	5.2 %
NS	186	15.2 %
NU	70	5.7 %
RU	117	9.6 %
S	67	5.5 %
T	49	4.0 %
U	91	7.4 %
V	27	2.2 %
Total	1224	100.0 %

Q2. How often do you use CHT?

Q2. How often do you use CHT	Number	Percent
less than once a week	37	3.0 %
1 day a week	32	2.6 %
2 days a week	62	5.1 %
3 days a week	100	8.2 %
4 days a week	121	9.9 %
5 days a week	613	50.1 %
6+ days a week	253	20.7 %
This is my first time riding	6	0.5 %
Total	1224	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school?

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	1067	87.2 %
6-10	81	6.6 %
10+	13	1.1 %
Not provided	63	5.1 %
Total	1224	100.0 %

Q3. How many times per week do you use CHT for trips other than going to work/school? (without "not provided")

Q3. How many times per week do you use CHT for trips other than going to work/school	Number	Percent
0-5	1067	91.9 %
6-10	81	7.0 %
10+	13	1.1 %
Total	1161	100.0 %

Q4. How long have you been using CHT's services at least once per week?

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	48	3.9 %
1-6 months	333	27.2 %
7-12 months	87	7.1 %
1-2 years	304	24.8 %
3-4 years	236	19.3 %
4+ years	207	16.9 %
Not provided	9	0.7 %
Total	1224	100.0 %

Q4. How long have you been using CHT's services at least once per week? (without "not provided")

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	48	4.0 %
1-6 months	333	27.4 %
7-12 months	87	7.2 %
1-2 years	304	25.0 %
3-4 years	236	19.4 %
4+ years	207	17.0 %
Total	1215	100.0 %

Q5. Do you have another vehicle that you could use to make this trip?

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	717	58.6 %
No	500	40.8 %
Not provided	7	0.6 %
Total	1224	100.0 %

Q5. Do you have another vehicle that you could use to make this trip? (without "not provided")

Q5. Do you have another vehicle that you could use to make this trip	Number	Percent
Yes	717	58.9 %
No	500	41.1 %
Total	1217	100.0 %

Q6. Did you board this bus at a Park and Ride location?

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	223	18.2 %
No	991	81.0 %
Not provided	10	0.8 %
Total	1224	100.0 %

Q6. Did you board this bus at a Park and Ride location? (without "not provided")

Q6. Did you board this bus at a Park & Ride location	Number	Percent
Yes	223	18.4 %
No	991	81.6 %
Total	1214	100.0 %

Q6a. If yes, which one?

Q6a. Which location	Number	Percent
SOUTHERN VILLAGE	70	34.8 %
EUBANKS	16	8.0 %
JONES FERRY	12	6.0 %
54 LOT	11	5.5 %
FRIDAY CENTER	10	5.0 %
RR LOT	3	1.5 %
NC 54 PARK AND RIDE	3	1.5 %
RIDE LOCATION	3	1.5 %
Franklin Street	3	1.5 %
511 Manning	3	1.5 %
MANNING DR	3	1.5 %
NS	2	1.0 %
S 54	2	1.0 %
ROTC	2	1.0 %
S LOT	2	1.0 %
COLUMBIA & FRANKLIN	1	0.5 %
BAILY HALL FAMILY	1	0.5 %

Q6a. If yes, which one?

Q6a. Which location	Number	Percent
In front of the Wendy's/student store	1	0.5 %
511 STUDENT LOT	1	0.5 %
Weaver Dairy	1	0.5 %
NS-V	1	0.5 %
CHATHAM	1	0.5 %
FCX	1	0.5 %
CREIGHTON HILL	1	0.5 %
PARK	1	0.5 %
PTA Thrift Store	1	0.5 %
S Village	1	0.5 %
S, HU AND SHUTTLE BUS	1	0.5 %
HENDRICK PARK & RIDE	1	0.5 %
NC 54 OR FRIDAY CENTER	1	0.5 %
FRIDAY CNTR AS PARK N RIDE	1	0.5 %
FRANKLIN & WOODS	1	0.5 %
NC 54 HWY	1	0.5 %
FOX/FRIDAY CENTER	1	0.5 %
54 ST FRIDAY CENTER	1	0.5 %
UNC HOSPITAL	1	0.5 %
NC 54	1	0.5 %
S 54 PARK AND RIDE	1	0.5 %
HENDRICK BUILDING	1	0.5 %
DURHAM TECH HILLSBOROUGH	1	0.5 %
DOBBINS DR	1	0.5 %
S Columbia St at ROTC	1	0.5 %
S ELLIOTT RD	1	0.5 %
RT LOT	1	0.5 %
CHATHAM COUNTY	1	0.5 %
KENAN PARKING LOT	1	0.5 %
S11	1	0.5 %
RIDE LOCATION IN FRONT OF DORM	1	0.5 %
MUNICIPAL LOT	1	0.5 %
RAM 5	1	0.5 %
Hamilton Rd	1	0.5 %
NORTH FIELD	1	0.5 %
University Place	1	0.5 %
Park	1	0.5 %
HEALTH SCIENCE LIBRARY	1	0.5 %
Student Store Stop	1	0.5 %
S11 Lot	1	0.5 %
MLK	1	0.5 %
Patterson Place	1	0.5 %
UNC Hosp (And Southern Village)	1	0.5 %
HARRIS TEETER	1	0.5 %
MLK & HOMESTEAD PARK	1	0.5 %
CIRTIS RD	1	0.5 %
CW	1	0.5 %
Estes Dr	1	0.5 %
Smith Center	1	0.5 %
Hinton James	1	0.5 %
Manning Dr at Public Safety	1	0.5 %
RIDE	1	0.5 %
KINGSWOOD	1	0.5 %
Family Medicine	1	0.5 %
Total	201	100.0 %

Q7. What is most important to you in a Bus Rapid Transit System?

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
Bike/pedestrian connections	133	10.9 %
Speed of service	824	67.3 %
Corridor development	44	3.6 %
Convenient transfers	375	30.6 %
Extended later service	364	29.7 %
Regional connections	67	5.5 %
Station experience	56	4.6 %
None of these are important to me	31	2.5 %
Total	1894	

Q7. What is most important to you in a Bus Rapid Transit System? (without "none of these are important to me")

Q7. What is most important to you in a Bus Rapid Transit System	Number	Percent
Bike/pedestrian connections	133	11.1 %
Speed of service	824	69.1 %
Corridor development	44	3.7 %
Convenient transfers	375	31.4 %
Extended later service	364	30.5 %
Regional connections	67	5.6 %
Station experience	56	4.7 %
Total	1863	

Q8. Do you own a car?

Q8. Do you own a car	Number	Percent
Yes	819	66.9 %
No	400	32.7 %
Not provided	5	0.4 %
Total	1224	100.0 %

Q8. Do you own a car? (without "not provided")

Q8. Do you own a car	Number	Percent
Yes	819	67.2 %
No	400	32.8 %
Total	1219	100.0 %

Q8a. If you own a car, why do you use public transportation?

Q8a. Why do you use public transportation	Number	Percent
Parking is too expensive	598	73.0 %
The bus is faster than driving	128	15.6 %
Parking is hard to find	531	64.8 %
I care about the environment	265	32.4 %
To avoid traffic congestion	208	25.4 %
Don't like driving	73	8.9 %
Driving is too expensive	82	10.0 %
Don't have a license	9	1.1 %
Other	49	6.0 %
Total	1943	

Q8a. Other

Q8a-9. Other	Number	Percent
WORK	4	8.2 %
Convenience	2	4.1 %
Easier in general	1	2.0 %
No parking	1	2.0 %
LIMITED PARKING AT HOSPITAL FOR EMPLOYEES	1	2.0 %
PARKING IS NOT AN OPTION	1	2.0 %
SHARED CAR	1	2.0 %
PARKING OFF CAMPUS	1	2.0 %
Student off campus	1	2.0 %
No hospital parking	1	2.0 %
Fiance uses it to get to work	1	2.0 %
SPOUSE NEEDS CAR MORE	1	2.0 %
NO CHOICE	1	2.0 %
ONLY OPTION	1	2.0 %
RIDE TO RR LOT	1	2.0 %
NO PARKING AT THE HOSPITAL	1	2.0 %
PARK & RIDE	1	2.0 %
HOSPITAL PARKING IS BAD	1	2.0 %
NO PARKING AVAILABLE IN THE PARKING GARAGE-CARDINAL DECK	1	2.0 %

Q8a. Other

Q8a-9. Other	Number	Percent
CAN'T PARK AT WORK	1	2.0 %
CAN READ ON THE BUS	1	2.0 %
Do not have a permit for parking on campus	1	2.0 %
NO PARKING AT WORKPLACE	1	2.0 %
Deer damaged my car	1	2.0 %
No pass	1	2.0 %
Law school doesn't offer parking	1	2.0 %
Didn't get school parking spot	1	2.0 %
NO CAMPUS PARKING	1	2.0 %
ENJOY THE RIDE, DRIVERS ARE VERY NICE	1	2.0 %
TO SAVE GAS	1	2.0 %
Don't have my car on campus	1	2.0 %
WORK PARK & RIDE	1	2.0 %
NOT ALLOWED TO PARK AT HOSPITAL	1	2.0 %
DO NOT WANT TO BIKE IN THE DARK	1	2.0 %
NO PARKING AT UNC HOSPITAL	1	2.0 %
ONE CAR, TWO PEOPLE	1	2.0 %
PLAN ON DRINKING	1	2.0 %
UNC MEDICAL	1	2.0 %
CAR BROKEN	1	2.0 %
ONLY LOT UNC GAVE ME	1	2.0 %
NO PARKING AVAILABLE AT UNC	1	2.0 %
SHARE ONE CAR	1	2.0 %
NO PARKING PASS	1	2.0 %
WHEN I DRINK	1	2.0 %
DO WORK ON BUS	1	2.0 %
Total	49	100.0 %

Q8b. If you don't own a car, why do you use public transportation?

Q8b. Why do you use public transportation	Number	Percent
It's my only alternative	234	58.5 %
No car available for this trip	110	27.5 %
Do not have a driver's license	83	20.8 %
Other	79	19.8 %
Total	506	

Q8b. Other

Q8b-4. Other	Number	Percent
PARKING	34	43.0 %
DO NOT LIKE DRIVING	3	3.8 %
ENVIRONMENT	3	3.8 %
BUS IS FASTER	2	2.5 %
Convenience	2	2.5 %
WORK	2	2.5 %
It's free	2	2.5 %
TOO EXPENSIVE	2	2.5 %
UNABLE TO PARK	1	1.3 %
PARKING AND THE ENVIRONMENT	1	1.3 %
1ST YEAR STUDENT	1	1.3 %
More environmentally friendly	1	1.3 %
PARKING TOO EXPENSIVE	1	1.3 %
TOO EXPENSIVE TO DRIVE	1	1.3 %
TRAVELING STUDENT	1	1.3 %
Gave up owning a car due to expense	1	1.3 %
PREFER TO OTHER ALTERNATIVES	1	1.3 %
FASTER THAN WALKING	1	1.3 %
STUDENT	1	1.3 %
BETTER THAN WALKING	1	1.3 %
ADDITIONAL OPTION TO BIKING	1	1.3 %
On campus parking is expensive	1	1.3 %
CAR NEEDS REPAIRED CANNOT AFFORD TO FIX IT	1	1.3 %
TOO HOT, COLD, OR RAINY TO BIKE SOMETIMES	1	1.3 %
TRAFFIC	1	1.3 %
Quick	1	1.3 %
CAN NOT DRIVE	1	1.3 %
CAR MAINTENANCE	1	1.3 %
SAVE MONEY	1	1.3 %
I CANNOT REACH BY FOOT	1	1.3 %

Q8b. Other

Q8b-4. Other	Number	Percent
CAR IS TOO EXPENSIVE	1	1.3 %
This is the highest level of civilization	1	1.3 %
I don't like to walk	1	1.3 %
PUBLIC TRANSIT IS ECOLOGICALLY SUSTAINABLE	1	1.3 %
DON'T OWN A CAR	1	1.3 %
LYFTS/UBER TOO EXPENSIVE	1	1.3 %
MEDICAL EYE CONDITION	1	1.3 %
Total	79	100.0 %

Q9. What is the main purpose of this trip?

Q9. What is the main purpose of this trip	Number	Percent
Work	459	37.5 %
Personal business	43	3.5 %
Shopping	25	2.0 %
Middle school (grades 6-8)	1	0.1 %
High school (grades 9-12)	9	0.7 %
College	604	49.3 %
Hospital/doctor's office	19	1.6 %
Social/recreation	24	2.0 %
Other	35	2.9 %
Not provided	5	0.4 %
Total	1224	100.0 %

Q9. What is the main purpose of this trip? (without "not provided")

Q9. What is the main purpose of this trip	Number	Percent
Work	459	37.7 %
Personal business	43	3.5 %
Shopping	25	2.1 %
Middle school (grades 6-8)	1	0.1 %
High school (grades 9-12)	9	0.7 %
College	604	49.5 %
Hospital/doctor's office	19	1.6 %
Social/recreation	24	2.0 %
Other	35	2.9 %
Total	1219	100.0 %

Q9. Other

Q9-9. Other	Number	Percent
GRAD SCHOOL	20	57.1 %
LIBRARY	2	5.7 %
DENTAL SCHOOL	2	5.7 %
MEDICAL SCHOOL	2	5.7 %
HOME	2	5.7 %
LUNCH	1	2.9 %
VOLUNTEERING	1	2.9 %
PARKING LOT	1	2.9 %
PROFESSIONAL SCHOOL	1	2.9 %
VOICE LESSONS	1	2.9 %
Laudry	1	2.9 %
LAW SCHOOL	1	2.9 %
Total	35	100.0 %

Q10. How did you get to the bus that you are currently riding?

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	1008	82.4 %
Drove a car	143	11.7 %
Got a ride from someone else	5	0.4 %
Rode a bicycle	9	0.7 %
Transferred from another CHT bus	45	3.7 %
Transferred from Go Triangle	8	0.7 %
Transferred from other agency transit service	1	0.1 %
Other	3	0.2 %
Not provided	2	0.2 %
Total	1224	100.0 %

Q10. How did you get to the bus that you are currently riding? (without "not provided")

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	1008	82.5 %
Drove a car	143	11.7 %
Got a ride from someone else	5	0.4 %
Rode a bicycle	9	0.7 %
Transferred from another CHT bus	45	3.7 %
Transferred from Go Triangle	8	0.7 %
Transferred from other agency transit service	1	0.1 %
Other	3	0.2 %
Total	1222	100.0 %

Q10-8. Other

Q10-8. Other	Number	Percent
Work or at stop	1	50.0 %
Barber shop	1	50.0 %
Total	2	100.0 %

Q10-1. If walked, how many blocks?

Q10-1. How many blocks	Number	Percent
0-5	913	97.1 %
6-10	24	2.6 %
10+	3	0.3 %
Total	940	100.0 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
UNC HOSPITAL	17	1.6 %
101 MANNING DR	11	1.1 %
Manning Dr	10	1.0 %
Franklin St	9	0.9 %
MANNING DR	9	0.9 %
MANNING DRIVE	9	0.9 %
UNC	8	0.8 %
FRANKLIN ST	7	0.7 %
COLUMBIA & FRANKLIN	7	0.7 %
COLUMBIA & SOUTH RD	6	0.6 %
FRIDAY CENTER	6	0.6 %
HEALTH SCIENCE LIBRARY	5	0.5 %
125 MASON FARM RD	5	0.5 %
501 JONES FERRY RD	4	0.4 %
BAITY HILL DR	4	0.4 %
HOMESTEAD RD	4	0.4 %
COLUMBIA & CAMERON	4	0.4 %
MANNING	4	0.4 %
FRAT COURT	4	0.4 %
MASON FARM RD	4	0.4 %
FRANKLIN STREET	4	0.4 %
SOUTH RD	4	0.4 %
MLK	4	0.4 %
PAUL HARDIN DR	4	0.4 %
CAMERON AVE & COLUMBIA STREET	4	0.4 %
SAGE RD	3	0.3 %
SOUTH ROAD	3	0.3 %
HSL	3	0.3 %
FRANKLIN & COLUMBIA	3	0.3 %
MARTIN LUTHER KING	3	0.3 %
JONES FERRY RD	3	0.3 %
411 SKIPPER BOWLES DR	3	0.3 %
MASON FARM	3	0.3 %
480 EHRINGHAUS DR	3	0.3 %
COLUMBIA & HEALTH SCIENCE LIBRARY	3	0.3 %
Barnes St	3	0.3 %
Abernathy Hall	3	0.3 %
HOSPITAL	3	0.3 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
CAMERON AVE	3	0.3 %
SOUTHERN VILLAGE	3	0.3 %
SKIPPER BOWLES	3	0.3 %
Barnes St & Jones Ferry	3	0.3 %
ROTC	3	0.3 %
LAUREL RIDGE	3	0.3 %
515 Hinton James Dr	3	0.3 %
Homestead Rd	3	0.3 %
Hinton James	2	0.2 %
Rock Haven Rd	2	0.2 %
FAMILY MEDICINE CENTER	2	0.2 %
Meadowmont	2	0.2 %
MLK & HOMESTEAD	2	0.2 %
Health Science Library	2	0.2 %
BPW CLUB RD	2	0.2 %
SMITH LEVEL & BPW CLUB RD	2	0.2 %
WEAVER ST MARKET	2	0.2 %
University Mall	2	0.2 %
HSL AT UNC	2	0.2 %
235 E CAMERON AVE	2	0.2 %
UNC Hospital	2	0.2 %
Taylor Hall	2	0.2 %
UNC Hospitals	2	0.2 %
Carrboro Plaza	2	0.2 %
CULBRETH	2	0.2 %
BRADLEY RD & READE RD	2	0.2 %
RR LOT	2	0.2 %
MANNING LOT	2	0.2 %
BOLINWOOD DR	2	0.2 %
MILL CREEK APARTMENTS	2	0.2 %
JONES FERRY & OLD FAYETTEVILLE	2	0.2 %
UNC HOSPITAL MANNING DR	2	0.2 %
UNC CAMPUS	2	0.2 %
ELLIOTT RD & FRANKLIN ST	2	0.2 %
SEVERIN & BRADLEY	2	0.2 %
Longview & MLK	2	0.2 %
BOWLES DR	2	0.2 %
PHILLIPS HALL	2	0.2 %
Rosemary St & Columbia	2	0.2 %
STUDENT STORE SOUTH RD	2	0.2 %
135 DAUER DR	2	0.2 %
MLK & Longview	2	0.2 %
Estes Park Apartments	2	0.2 %
Smith Level Rd	2	0.2 %
MLK & Hillsborough	2	0.2 %
Skipper Bowles & Manning	2	0.2 %
HANES HALL	2	0.2 %
Bondurant Hall	2	0.2 %
STRATFORD HILLS	2	0.2 %
301 PHARMACY LANE	2	0.2 %
RALEIGH ST	2	0.2 %
BPW Club Rd & Smith Level	2	0.2 %
ESTES & FRANKLIN	2	0.2 %
MLK BLVD	2	0.2 %
UNIVERSITY MALL	2	0.2 %
Barclay & MLK	2	0.2 %
UNIVERSITY PLACE	2	0.2 %
Jones Ferry Road	2	0.2 %
HOJO	2	0.2 %
Laurel Ridge Apts	2	0.2 %
LONGVIEW	2	0.2 %
Columbia & Cameron	2	0.2 %
CAROLINA INN	2	0.2 %
SITTERSON HALL	2	0.2 %
Columbia & South Rd	2	0.2 %
Bennett & 15-501	2	0.2 %
Carolina Apartments	2	0.2 %
450 WEST DR	2	0.2 %
DAVIE RD	2	0.2 %
Manning Drive	2	0.2 %
Hinton James Dr	2	0.2 %
HIGHWAY 54	2	0.2 %
UNC STUDENT STORES	2	0.2 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
Weaver Dairy	2	0.2 %
EASTOWNE DR	2	0.2 %
MCDUGLE SCHOOL	2	0.2 %
NORTHFIELD DR	2	0.2 %
ROTC Building	2	0.2 %
PAUL HARDIN	1	0.1 %
510 WILLIAMSON DR	1	0.1 %
ROTC BUILDING	1	0.1 %
112 BATTLE LANE	1	0.1 %
RALEIGHSTREET	1	0.1 %
Northfield Dr	1	0.1 %
495 PAUL HARDIN DR	1	0.1 %
MLK Blvd & Barclay	1	0.1 %
SOUTH & COLUMBIA	1	0.1 %
Williamson Dr	1	0.1 %
MLK & Piney Mountain	1	0.1 %
MLK & AIRPORT DRIVE	1	0.1 %
BDES	1	0.1 %
CRAIGE RESIDENCE HALL	1	0.1 %
MILL CREEK	1	0.1 %
SOUTH COLUMBIA	1	0.1 %
1200 Legacy Terrace	1	0.1 %
Franklin/Columbia	1	0.1 %
STUDENT UNION	1	0.1 %
Hinton James Hall	1	0.1 %
LUX	1	0.1 %
ROSEMARY	1	0.1 %
SOUTH RD STUDENT STORE	1	0.1 %
S ESTES	1	0.1 %
UMNC & MLK	1	0.1 %
ROSEMARY & GLENBURNIE	1	0.1 %
SMITH CENTER	1	0.1 %
SOUTH/COUNTRY CLUB	1	0.1 %
SCHOOL OF SW & PUBLIC HEALTH	1	0.1 %
SCHOOL OF MEDICINE	1	0.1 %
SOUTH & RALEIGH	1	0.1 %
S Columbia & E Franklin	1	0.1 %
OLD WELL	1	0.1 %
DAVIS LIBRARY	1	0.1 %
NEWMAN CENTER	1	0.1 %
OLD PITTSBORO & VANCE	1	0.1 %
15-501	1	0.1 %
FRAT CART	1	0.1 %
SOUTH ROAD @ STUDENT STORE	1	0.1 %
WEAVER STREET MARKET	1	0.1 %
54TH & W POPLAR	1	0.1 %
SKIPPER BOWLES & RIDGE RD	1	0.1 %
KENAN FLAGLER BUSINESS SCHOOL	1	0.1 %
RIDGE STADIUM RD	1	0.1 %
300 E MAIN CARRBORO	1	0.1 %
605 W MAIN ST CARRBORO	1	0.1 %
UNC FRIDAY CENTER	1	0.1 %
HEALTH SCIENCES LIBRARY	1	0.1 %
MLK TR BLVD	1	0.1 %
PITTSBORO & CAMERON	1	0.1 %
Northfield Dr/Martin Luther King Jr Blvd	1	0.1 %
MLK & HILLSBOROUGH ST	1	0.1 %
W MAIN & HWY 54	1	0.1 %
MAIN STREET POST OFFICE	1	0.1 %
CANBORO TOWNHALL	1	0.1 %
1315 MLK Blvd	1	0.1 %
SOUTH STREET & CAMERON AVENUE	1	0.1 %
STADIUM DR & RIDGE DR	1	0.1 %
HSL AT COLUMBIA ST	1	0.1 %
RALEIGH ST & SOUTH RD	1	0.1 %
PITTSBORO @ CREDIT UNION	1	0.1 %
BERT STREET & DAWE ROAD	1	0.1 %
MLK & Chapel View	1	0.1 %
VET HOSPITAL FRANKLIN ST	1	0.1 %
RIDGE RD & HRINGHAUS	1	0.1 %
SKIPPER BOWL & KENAN CENTER DR	1	0.1 %
UNC HOSPITALS WEST DR & MANNING DR	1	0.1 %
MLK AT FARMERS MARKET	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
VOUC AC	1	0.1 %
EAST FRANKLIN & ESTES DR	1	0.1 %
SASB	1	0.1 %
HEALTH SCIENCE LIBRARY-SOUTH COLUMBIA ST	1	0.1 %
115 Mason Farm Rd	1	0.1 %
845 MLK JR BLVD	1	0.1 %
PLANETARIUM	1	0.1 %
Franklin & MLK	1	0.1 %
HILLSBOROUGH ST	1	0.1 %
Westminster	1	0.1 %
MANNING & PAUL HARDIN	1	0.1 %
Stadium Drive	1	0.1 %
STADIUM DR	1	0.1 %
605 N GREENSBORO ST	1	0.1 %
FORDHAM BLVD	1	0.1 %
FORDHAM BLVD & EPHEBUS CHURCH RD	1	0.1 %
MELBOURNE LOOP	1	0.1 %
SKIPPER BOWLES DR-MANNING DR	1	0.1 %
MBRB BUILDING UNC	1	0.1 %
Pittsboro Newman Center	1	0.1 %
Banks Rd & Westminster Dr at Timberlyne	1	0.1 %
Raleigh & South	1	0.1 %
UMSTEAD & MLK	1	0.1 %
Kenan Dr	1	0.1 %
PAUL HARDIN AND MANNING DR	1	0.1 %
Armory	1	0.1 %
Legacy Terrace and MLK	1	0.1 %
333 SOUTH COLUMBIA	1	0.1 %
223 E Cameron Ave, Chapel Hill	1	0.1 %
Horton Stop	1	0.1 %
RALEIGH RD/HAMILTON RD	1	0.1 %
Chapel Ridge Apts	1	0.1 %
STUDENT STORE OF UNC	1	0.1 %
Sumac Rd & Market St	1	0.1 %
UNC SPH ROSENAU HALL	1	0.1 %
Martin Luther King Jr Blvd	1	0.1 %
SOUTH COLUMBIA ST & SOUTH RD	1	0.1 %
Airport Blvd	1	0.1 %
BROOKGREEN & HIGHGROVE	1	0.1 %
160 Dental Circle	1	0.1 %
FOOD LION 15-501 & EPHASES	1	0.1 %
SAINT ANDREWS LANE	1	0.1 %
ELIZABETH ST	1	0.1 %
Manning Dr & South Rd	1	0.1 %
MLK Jr & Barclay	1	0.1 %
SMITH LEVEL & CALBRETH	1	0.1 %
Manns Chapel & 15-501	1	0.1 %
UNC CAMPUS STORES	1	0.1 %
Purefoy Road	1	0.1 %
EASTOWN DR & DREW HILL LN	1	0.1 %
Bennett Rd	1	0.1 %
115081 SMITH LEVEL	1	0.1 %
SMITH LEVEL & BPW	1	0.1 %
CULBERTH & SMITH LEVEL ROAD	1	0.1 %
DAVIE HALL	1	0.1 %
261 CULBRETH ROAD	1	0.1 %
CULBERT & SMITH LEVEL ROAD	1	0.1 %
Raleigh Rd & Glen Lenox	1	0.1 %
DAVIE CIRCLE & FRANKLIN ST	1	0.1 %
Columbia & Manning (HSL)	1	0.1 %
CHANNING LANE & CULBRETH RD	1	0.1 %
200 South Road	1	0.1 %
FIDELITY & DAVIE	1	0.1 %
CULBRETH & CULBRETH	1	0.1 %
FRANKLIN & RALEIGH	1	0.1 %
UNIVERSITY & MALL	1	0.1 %
SOUTH RD & COLUMBIA	1	0.1 %
JONES FERRY ROAD	1	0.1 %
CULBRETH & BPW CLUB RD	1	0.1 %
MANNING HOSPITAL UNC	1	0.1 %
OLD DURHAM RD & OLD COOPER SQUARE	1	0.1 %
Meadowmont Ln	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
W Barbee & Weaver Mine	1	0.1 %
Harris Teeter Meadowmont	1	0.1 %
UNC BIOLOGY	1	0.1 %
VARSITY THEATER	1	0.1 %
EPHESUS CHURCH RD & FORDHAM BLVD	1	0.1 %
Bell Meadowmont	1	0.1 %
E FRANKLIN ST	1	0.1 %
HIBBARD & MANNING	1	0.1 %
201 SAGE RD	1	0.1 %
Stop on Paul Hardin right outside dorm	1	0.1 %
Frat Court	1	0.1 %
NOTTING HILL APARTMENTS	1	0.1 %
ROTC S Columbia St	1	0.1 %
Royal Park 501 NC-54	1	0.1 %
Westminster Cir	1	0.1 %
STRATFORD APARTMENTS	1	0.1 %
E FRANKLIN ST @ FRANKLIN WOODS APT	1	0.1 %
DAVIS LIBRARY-UNC	1	0.1 %
North Greensboro Street	1	0.1 %
SAGE & ERWIN	1	0.1 %
STERLING & EASTOWNE	1	0.1 %
S ELLIOTT RD & FC13	1	0.1 %
MORNING & SOUTH COLUMBIA	1	0.1 %
106 N ELLIOTT RD	1	0.1 %
FORDHAN BLVD	1	0.1 %
HILLSBOROUGH AND MLK	1	0.1 %
ARRINGTON HALL	1	0.1 %
HWY 54 & FRIDAY CENTER	1	0.1 %
HWY 54	1	0.1 %
MEADOWMONT VILLAGE	1	0.1 %
BARBIE CHAPEL RD	1	0.1 %
UNC-CHAPEL HILL HEALTH SCIENCES LIBRARY	1	0.1 %
GILLINGS	1	0.1 %
UNIV PLACE	1	0.1 %
1118 ENVIRON WAY	1	0.1 %
FINLEY FORREST DR	1	0.1 %
BERBE CHAPEL & SPRING M DR	1	0.1 %
FRANKLIN AND ROSEMARY	1	0.1 %
PAUL HARDIN & SKIPPER BOWLES	1	0.1 %
UNL ESCHOLMAN SCHOOL PHARMACY	1	0.1 %
Food Lion @ Banks Dr	1	0.1 %
SOUTH ST	1	0.1 %
MLK, HSL	1	0.1 %
109 MASON FARM RD	1	0.1 %
RALEIGH RD-MEADOWMOUNT	1	0.1 %
UNC SOD	1	0.1 %
FRIDAY CENTER PR LOT	1	0.1 %
FRIDAY CENTER DRIVE 154	1	0.1 %
MANNING & ER DRIVE	1	0.1 %
HSL (HEALTH SCIENCES LIBRARY)	1	0.1 %
FRIDAY CENTER P&R	1	0.1 %
Banks Drive	1	0.1 %
SOUTH & MANNING	1	0.1 %
UNC LAW SCHOOL	1	0.1 %
MANNING DR - BERRYHILL HALL	1	0.1 %
Ggillings/HSL	1	0.1 %
HWY 54 & BURNING TREE DR	1	0.1 %
HWY 55 & 54	1	0.1 %
FINLEY GOLF COURSE/RALEIGH RD	1	0.1 %
MASON FARM MANNING	1	0.1 %
MANNING AND COLUMBIA	1	0.1 %
132 WINDSOR CIRCLE	1	0.1 %
MLK & E LONGVIEW	1	0.1 %
MASON FARM AND SOUTH COLUMBIA	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
102 MASON FARM RD	1	0.1 %
511 STUDENT PARKING	1	0.1 %
MASON FARM/COLUMBIA HOSPITAL (UNC)	1	0.1 %
450 EHRINGHAUS DR	1	0.1 %
130 MASON FARMS RD	1	0.1 %
BYNUM HALL	1	0.1 %
MLK & WEAVER DAIRY	1	0.1 %
MLK/WESTMINSTER DR	1	0.1 %
MANNING & RIDGE RD	1	0.1 %
MED SCHOOL	1	0.1 %
ACC @ MANNING FARM RD	1	0.1 %
MASON FARM & WEST DRIVE	1	0.1 %
BARKSDALE DR	1	0.1 %
Shadowood	1	0.1 %
MLK AND HOMESTEAD RD	1	0.1 %
FAMILY HOUSING MEDICINE	1	0.1 %
PHILYES HALL	1	0.1 %
H 54 W	1	0.1 %
PTA Thrift	1	0.1 %
Tar Hill Dr @ 180 BPW Club Rd	1	0.1 %
Fraternity Court @ UNC	1	0.1 %
Gillings School of Public Health	1	0.1 %
S Columbia & Manning	1	0.1 %
GRAY SQUIRREL	1	0.1 %
51 WILLIAMSON DR	1	0.1 %
DAVIE RD & W POPLAR STREET	1	0.1 %
108 Lantern Way, Carrboro NC	1	0.1 %
Canterbury Townhouse	1	0.1 %
Outside Chambers Ridge	1	0.1 %
Royal Park	1	0.1 %
West Main St, Carrboro	1	0.1 %
MANNING DRIVE UNC HOSPITAL	1	0.1 %
PTA Thrift Store	1	0.1 %
MLK intersection	1	0.1 %
EUBANKS RD & MLK	1	0.1 %
Pleasant Dr & N Greensboro Dr	1	0.1 %
GOLDSTON & HIGH	1	0.1 %
COLOMBIA STREET & M DOCTOR	1	0.1 %
N COLUMBIA & FRANKLIN ST	1	0.1 %
Columbia St	1	0.1 %
Main St & Merritt Mill	1	0.1 %
E Weaver St	1	0.1 %
NC 54 CREST	1	0.1 %
Davie & W Poplar	1	0.1 %
NC 54	1	0.1 %
Weaver St across from BOA	1	0.1 %
Barnes St @ Owasa	1	0.1 %
Weaver St	1	0.1 %
Smith Level & BPW Club Rd	1	0.1 %
SEVERIN ST	1	0.1 %
HILLSBOROUGH RD & HIGH ST	1	0.1 %
NC 54 @ Kingswood	1	0.1 %
Laurel Ridge	1	0.1 %
COLUMBIA & ROSEMARY	1	0.1 %
LONG VIEW ST	1	0.1 %
401 NC 54 Carrboro	1	0.1 %
ESTES DR	1	0.1 %
Davie & Fidelity	1	0.1 %
NORTHFIELD DR/MLK	1	0.1 %
Chambers Ridge Apartments	1	0.1 %
PITTSBON	1	0.1 %
Ruth St, Carrboro NC 27510	1	0.1 %
HOMESTEAD PARK	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
Hwy 54 & Friar Ln	1	0.1 %
NORTH SIDE / CIRGO FOR NS, T	1	0.1 %
385 S COLUMBIA	1	0.1 %
FEDEX CENTER	1	0.1 %
MASON FARM AND COLUMBIA	1	0.1 %
I-40 EXIT 266	1	0.1 %
101 Raleigh St	1	0.1 %
501 Hwy 54-Royal Park Apts	1	0.1 %
N ESTES	1	0.1 %
SOUTH RD & N COLUMBIA	1	0.1 %
SHADOWOOD APTS	1	0.1 %
PINEY MTN & MLK BLVD	1	0.1 %
UNC HEALTHCARE	1	0.1 %
107 W Main St	1	0.1 %
MARSICO HALL	1	0.1 %
Weaver Market Street	1	0.1 %
MARKET ST	1	0.1 %
Weaver & N Greensboro	1	0.1 %
Jones Ferry & Davie	1	0.1 %
Rock Creek Apartments	1	0.1 %
Carrboro High School	1	0.1 %
Columbia & Mason Farm	1	0.1 %
Westminster Circle	1	0.1 %
Kenan Flagler	1	0.1 %
Health Sciences Library Pittsboro/Columbia	1	0.1 %
Purefoy Rd	1	0.1 %
Franklin	1	0.1 %
Purefoy & Columbia	1	0.1 %
PAUL HARDING DR & MANNING DR	1	0.1 %
Sitterson	1	0.1 %
Hospital	1	0.1 %
Davie Rd at Jones Ferry Rd	1	0.1 %
Jones Ferry at Davie Rd	1	0.1 %
Credit Union on Pittsboro	1	0.1 %
Main St Carrboro	1	0.1 %
108 MASON FARM RD	1	0.1 %
W Main St	1	0.1 %
UNC HEALTH SCIENCES LIBRARY	1	0.1 %
MASON FARM & COLUMBIA	1	0.1 %
Jones Ferry & 54	1	0.1 %
Canterbury Apartments Hwy 54	1	0.1 %
South Columbia and Medical Dr	1	0.1 %
Health Sciences Library	1	0.1 %
A Hall	1	0.1 %
Smith Level Rd & BPW Pkwy	1	0.1 %
Columbia St & Cameron Ave	1	0.1 %
UNC HSL	1	0.1 %
Franklin St & S Columbia	1	0.1 %
FRANKLIN & COLOMBIA	1	0.1 %
Weaver Street	1	0.1 %
CONNER DRIVE	1	0.1 %
250 S ESTES DR	1	0.1 %
FRANKLIN & S ELLIOTT	1	0.1 %
OLD STERLING RD & EASTOWNE DR	1	0.1 %
ELLIOTT & FRANKLIN	1	0.1 %
BIBLE CHURCH AT CHAPEL HILL	1	0.1 %
FRANKLIN & ELIZABETH ST	1	0.1 %
902 E FRANKLIN	1	0.1 %
104 MANNING DR	1	0.1 %
CAMERON AVE & SWAIN HALL	1	0.1 %
UNC BUSINESS SCHOOL	1	0.1 %
FRANKLIN WOODS APT	1	0.1 %
HILLSONG CHURCH	1	0.1 %
LEGION RD	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
SOUTH ESTES	1	0.1 %
ELIZABETH STREET	1	0.1 %
SAGE & OLD STERLING	1	0.1 %
ELLIOTT ST & FRANKLIN ST	1	0.1 %
COLERIDGE DR	1	0.1 %
S ELLIOTT RD	1	0.1 %
MLK & LONGVIEW ST	1	0.1 %
HAMILTON RD & BRANDON	1	0.1 %
MAXWELL & HAMILTON	1	0.1 %
S COLUMBIA @ ROTC	1	0.1 %
MANNING & ROSEMARY	1	0.1 %
EHRLINGHAUS STOP	1	0.1 %
P2P LOT	1	0.1 %
PRITCHARD AVE	1	0.1 %
UNC Hosp	1	0.1 %
STUDENT STORE	1	0.1 %
E CAMERON	1	0.1 %
HOJO STOP	1	0.1 %
MANNING DR & RIDGE RD	1	0.1 %
FAMILY MEDICINE	1	0.1 %
SOUTH RD & RALEIGH ST	1	0.1 %
SOUTH RD & PITTSBORO ST	1	0.1 %
MANNING LOT & BOWLES DR	1	0.1 %
MLK/Estes	1	0.1 %
100 Rock Haven Rd	1	0.1 %
112 A Ashley Forest Rd	1	0.1 %
Jonesbury Rd	1	0.1 %
Jones Ferry Rd	1	0.1 %
CRAIGE PERKING	1	0.1 %
Royal Park Apartments	1	0.1 %
RALEIGH	1	0.1 %
Holmstead	1	0.1 %
Health Sci Library on Columbia	1	0.1 %
FONDHAM & MANNING	1	0.1 %
Kingswood Apts	1	0.1 %
RALEIGH RD & SOUTH RD	1	0.1 %
Weaver St Market	1	0.1 %
NC-54 @ Carolina Apts	1	0.1 %
SW RIDGE RD	1	0.1 %
AUTUMN WOODS	1	0.1 %
MORRISON RESIDENCE HALL	1	0.1 %
560 PAUL HARDIN DRIVE	1	0.1 %
Highway 54 & Westbrook	1	0.1 %
110 WEST CAMERON AVENUE	1	0.1 %
CAMERON & FRANKLIN	1	0.1 %
Greensboro St & Main St	1	0.1 %
SCHOOL OF PUBLIC HEALTH	1	0.1 %
100 RALEIGH ST	1	0.1 %
MANNING & RIDGE	1	0.1 %
KT-BS	1	0.1 %
RIDGE RD & MANNING DR	1	0.1 %
UNC FAMILY MEDICINE CENTER	1	0.1 %
205 RALEIGH STREET	1	0.1 %
HINTON JAMES	1	0.1 %
RR LOT & N ESTES DR	1	0.1 %
MERR & MILL ROAD	1	0.1 %
ROSEMARY & PRITCHERD	1	0.1 %
Marisco Hall	1	0.1 %
MANNING DR & SKIPPER BOWES	1	0.1 %
STUDENT STORES UNC	1	0.1 %
STINSON ST	1	0.1 %
Environ Way	1	0.1 %
Raleigh Road	1	0.1 %
2505 HOMESTEAD RD	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
UNC Health Sciences Library	1	0.1 %
N Columbia	1	0.1 %
N COLUMBIA & LONGVIEW	1	0.1 %
SOUTHWIND @ STUDENT STORE	1	0.1 %
CHAPEL VIEW	1	0.1 %
BARCLAY & MLK	1	0.1 %
108 STINSON STREET	1	0.1 %
700 BOLINWOOD DR	1	0.1 %
HOMESTEAD/MLK	1	0.1 %
STINSON	1	0.1 %
READE RD & BRADLEY	1	0.1 %
ISLEY ST & N COLUMBIA	1	0.1 %
SOUTH RD NEAR STUDENT UNION	1	0.1 %
281 RALEIGH ST	1	0.1 %
STUDENT STORES	1	0.1 %
MLK & CHAPEL VIEW	1	0.1 %
SOUTH @ STUDENT STORES	1	0.1 %
RALEIGH & COLUMBIA	1	0.1 %
SOUTH RD & RALEIGH	1	0.1 %
Pittsboro & Cameron	1	0.1 %
SEVERIN & BRADLEY ST	1	0.1 %
Bell Tower UNC	1	0.1 %
FRAT CT	1	0.1 %
FAMILY MEDICAL CENTER	1	0.1 %
UNC Students Union	1	0.1 %
N Columbia & Rosemary	1	0.1 %
203 Conner Dr	1	0.1 %
PAUL HARDIN & MANNING DR	1	0.1 %
HAMILTON RD & RALEIGH RD	1	0.1 %
Planetarium & Franklin St	1	0.1 %
E HAUS	1	0.1 %
Shibumi Apts	1	0.1 %
DIDELITY & DAVIE	1	0.1 %
UNC STORES	1	0.1 %
Franklin Frat Court	1	0.1 %
HOMESTEAD & MLK	1	0.1 %
2525 Booker Creek Rd	1	0.1 %
N COLUMBIA	1	0.1 %
Hamilton & Raleigh	1	0.1 %
UMSTEAD DR	1	0.1 %
200 BARCLAY RD	1	0.1 %
WEAVER ST	1	0.1 %
RALEIGH & SOUTH RD	1	0.1 %
120 Mason Farm Rd	1	0.1 %
ROSEMARY & RALEIGH	1	0.1 %
Cameron Ave & S Columbia St	1	0.1 %
SUMMERFIELD & GRISTMILL LN	1	0.1 %
SUMMERFIELD CROSSING & GR ST MILL LANE	1	0.1 %
SOUTH RD & MED DR	1	0.1 %
112 NC 54 CARRBORO PLAZA	1	0.1 %
Manning Dr at Hinton James	1	0.1 %
CREST & MERRITT MILL	1	0.1 %
DEAN DOME	1	0.1 %
312 ROSERAU HALL	1	0.1 %
JONES FERRY PARK RIDE	1	0.1 %
JONES FERRY	1	0.1 %
F Lot Stop	1	0.1 %
222 OLD FAYETTEVILLE RD	1	0.1 %
725 MLK JR. BLVD	1	0.1 %
UNC GILLINGS SCHOOL PUBLIC HEALTH	1	0.1 %
UNC GLOBAL	1	0.1 %
JAMES FERRY AT SHOPPING CENTER	1	0.1 %
JONES FERRY & OLD FAYETTEVILLE RD	1	0.1 %
W CAMERON AVE	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
54 & DODSON CROSSROADS	1	0.1 %
Morehead planetarium on Franklin Street	1	0.1 %
Hanes Art	1	0.1 %
FRANKLIN ST & ESTES DR	1	0.1 %
ABERNATHY HALL & ROTC	1	0.1 %
GMB & UNC	1	0.1 %
Hinton James Tennis Courts	1	0.1 %
Dean Smith Center	1	0.1 %
Franklin Street	1	0.1 %
Ram Village 2	1	0.1 %
Manning Hall	1	0.1 %
Peabody Hall UNC-CH	1	0.1 %
Manning & Paul Hardin	1	0.1 %
Morrison	1	0.1 %
Pail Hardin Dr	1	0.1 %
Skipper Bowles	1	0.1 %
Public Safety CHPD Office	1	0.1 %
Paul Hardin Dr	1	0.1 %
Public safety	1	0.1 %
Columbia Street & Cameron Ave	1	0.1 %
Manning & Skipper Bowles	1	0.1 %
FRANKLIN ST & S ESTES	1	0.1 %
Student Stores UNC	1	0.1 %
300 Kena Center Drive	1	0.1 %
Skipper Bowles & manning Drive	1	0.1 %
Genome Sciences	1	0.1 %
Ridge Rd & Stadium Dr	1	0.1 %
Ehringhaus Dorm	1	0.1 %
Med School	1	0.1 %
East Chapel High	1	0.1 %
Chapman Hall at UNC	1	0.1 %
Fraternity Court	1	0.1 %
Mason Farm Rd	1	0.1 %
North Columbia	1	0.1 %
South Columbia St st at Purefoy Road	1	0.1 %
S Columbia st at Purefoy Road	1	0.1 %
Student Stores	1	0.1 %
SMITH LEVEL ROAD	1	0.1 %
MANNING & PITTSBORO DRIVE	1	0.1 %
FRANKLIN ST & COLUMBIA	1	0.1 %
MLK & BP GAS STATION	1	0.1 %
Stop by Horton Dorm	1	0.1 %
FPG Student Union	1	0.1 %
CARRINGTON HALL UNC CHAPEL HILL	1	0.1 %
SHADOWOOD APARTMENTS	1	0.1 %
WEAVER DAIRY & MLK	1	0.1 %
MLK JR & WEST ANGLER DR	1	0.1 %
Student store	1	0.1 %
Ehringhaus Dr	1	0.1 %
Skipper Bowles/Manning	1	0.1 %
JONES FERRY RD & BERRYHILL DR	1	0.1 %
700 N Heritage Cir	1	0.1 %
HILLSBOROUGH & MLK	1	0.1 %
SOUTHERN VILLAGE PARK & RIDE	1	0.1 %
UNC CHAPEL HILL	1	0.1 %
15-501 & CHAPEL RD	1	0.1 %
VILLAGE WAY & 15-501	1	0.1 %
UNC SOM	1	0.1 %
TOPO FRANKLIN ST & COLUMBIA	1	0.1 %
EUBANKS ROAD	1	0.1 %
MLK & HOMESTEAD RD	1	0.1 %
CHAPEL RIDGE APTS	1	0.1 %
455 Paul Hardin Dr	1	0.1 %
WEAVER DAIRY FARM & MLK	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
HARRIS TEETER	1	0.1 %
101 LEGACY TERRACE	1	0.1 %
Carolina Coffee Shop	1	0.1 %
SOUTH HERITAGE LOOP	1	0.1 %
SHADOWWOOD DR	1	0.1 %
CHAPEL WATER VILLAGE	1	0.1 %
BARCLAY RD	1	0.1 %
Public safety Paul Hardin Dr	1	0.1 %
ROSEMARY STREET	1	0.1 %
MANNING HALL UNC	1	0.1 %
Raleigh St	1	0.1 %
CIRTIS RD	1	0.1 %
STATESIDE	1	0.1 %
FRANKLIN	1	0.1 %
ROSEMARY & FRANKLIN	1	0.1 %
WEAVER STREET	1	0.1 %
EUBANKS	1	0.1 %
FRANKLIN ROSEMARY	1	0.1 %
Mason Farm Amb	1	0.1 %
FRANKLIN ST & N COLUMBIA	1	0.1 %
UNC SCHOOL OF MEDICINE	1	0.1 %
Pritchard	1	0.1 %
MLK & PERKINS	1	0.1 %
SOUTHERN VILLAGE STOPS	1	0.1 %
HILLSBOROUGH RD & MLK BLVD	1	0.1 %
E FRANKLIN & COFFEE SHOPPE	1	0.1 %
WEAVER DAIRY & COLUMBIA	1	0.1 %
1105 HWY 54 BYPASS 27516	1	0.1 %
PARK & RIDE	1	0.1 %
MASON FARM ROAD	1	0.1 %
E FRANKLIN & ESTES ST	1	0.1 %
GREENSBORO & SUE ANNE	1	0.1 %
LEGRON RD	1	0.1 %
FRANKLIN & GRAHAM	1	0.1 %
Village & Bluff	1	0.1 %
WILLIAMS ST & GREENSBORO	1	0.1 %
BARINGTON HILLS RD	1	0.1 %
MLK & Hillsborough St	1	0.1 %
ESTES & N GIBORO	1	0.1 %
N Columbia @ Town Hall	1	0.1 %
MURRAY HALL UNC	1	0.1 %
Village Dr	1	0.1 %
HIGH & MAIN	1	0.1 %
Columbia & Franklin	1	0.1 %
FRANKLIN ST & RALEIGH ST	1	0.1 %
MANNING DR & PITTSBORO ST	1	0.1 %
1800 FORDHAM BLVD	1	0.1 %
Umstead	1	0.1 %
CHURCHILL & EPHEBUS	1	0.1 %
CH LIBRARY	1	0.1 %
Paul Hardin Dr & Manning Dr	1	0.1 %
SOUTH ESTES DR	1	0.1 %
YMCA @ MLK BLVD	1	0.1 %
S COLUMBIA	1	0.1 %
HR 54 OLD FAYETTEVILLE RD	1	0.1 %
321 S Columbia St	1	0.1 %
DOWNTOWN/CAROLINA CAFE	1	0.1 %
Mason farm & West Dr	1	0.1 %
SRC	1	0.1 %
700 MARKET ST	1	0.1 %
Columbia & Pittsboro	1	0.1 %
PITTSBORO ST	1	0.1 %
E FRANKLIN ST & N COLUMBIA ST	1	0.1 %
UNC Med School	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
500 Umstead Dr	1	0.1 %
COLONY @ OVERLAND DR	1	0.1 %
RT 54 & BRIDGECREEK	1	0.1 %
OLD FAYETTEVILLE RD	1	0.1 %
NC DMV	1	0.1 %
522 COLONY WOODS	1	0.1 %
FRANKLIN & ESTES	1	0.1 %
ABERNATHY HALL	1	0.1 %
UNC-Hamilton Hall	1	0.1 %
DOWNTOWN CH	1	0.1 %
810 OLD FAYETTEVILLE RD	1	0.1 %
N GREENSBORO & ESTES DR EXT	1	0.1 %
Estes Dr Ext	1	0.1 %
HANNAH ST & CARRBORO	1	0.1 %
Franklin St & Columbia St	1	0.1 %
GREENSBORO & SUE ANN CT	1	0.1 %
UNC BUSINESS OFFICE	1	0.1 %
Estes Park Apts	1	0.1 %
MANNING DR & EAST DR	1	0.1 %
MLK & TYMBERLYNE	1	0.1 %
EPHEAUS CHURCH	1	0.1 %
SCHOOL, CHCCS	1	0.1 %
EPHESUS ELEMENTARY	1	0.1 %
TINKERBELL & EPHESUS	1	0.1 %
NURSING SCHOOL OF UNC	1	0.1 %
Sitterson Hall	1	0.1 %
1213 HILLSBOROUGH RD	1	0.1 %
JONES FERRY @ DARIE RD	1	0.1 %
Village Dr & Estes Ext	1	0.1 %
MANNING & UNIVERSITY (UNC DENTISTRY)	1	0.1 %
1017 E FERRY RD	1	0.1 %
GMB UNC	1	0.1 %
JADE PALACE STOP	1	0.1 %
15501 EXIT	1	0.1 %
HOMESTEAD RD MLK JR BLVD	1	0.1 %
SMITH LEVEL RD & CULBRETH RD	1	0.1 %
WALMART CHAPEL HILL	1	0.1 %
HEALTH SCIENCE LAB	1	0.1 %
MLK JR BLVD & STATESIDE DR	1	0.1 %
DEAN SMITH CENTER	1	0.1 %
ROTC @ UNC	1	0.1 %
WESTMINSTER DR & MLK JR BLVD	1	0.1 %
140 BPW CLUB RD	1	0.1 %
SOUTH RD & COUNTRY CLUB RD	1	0.1 %
UNC CHAPMAN HALL STATION	1	0.1 %
54 W & JONES FERRY	1	0.1 %
701 HIGHWAY 54 BYPASS	1	0.1 %
CANTERBURY TOWNHOMES	1	0.1 %
500 S GREENSBORO ST	1	0.1 %
BARNES ST STOP	1	0.1 %
404 JONES FERRY RD	1	0.1 %
SHORTBREAD	1	0.1 %
Jones Ferry Rd & Davie Rd	1	0.1 %
WESTBROOK DR & 54	1	0.1 %
S COLUMBIA ST	1	0.1 %
DAVIS RD	1	0.1 %
UNC HOSPITAL MLK BLVD	1	0.1 %
FRATERNITY COURT	1	0.1 %
SHADOWOOD	1	0.1 %
ROCK CREEK @ SMITH LEVEL	1	0.1 %
DAVIE & POPLAR	1	0.1 %
BIM STREET	1	0.1 %
WOOLEN GYM @ FRAT COURT	1	0.1 %
FRANKLIN & CAMERON	1	0.1 %

Q11. What is the address or closest intersection to your destination?

Q11. What is the address or closest intersection to your destination	Number	Percent
54 @ ROYAL PARK	1	0.1 %
PTA THRIFT SHOP	1	0.1 %
CAROLINA INN INTERSECTION	1	0.1 %
140 PPW CLUB RD	1	0.1 %
S COLUMBIA @ FRAT CT	1	0.1 %
KINGS WOOD APT HWY 54	1	0.1 %
S COLUMBIA ST @ HEALTH SCIENCE LIBRARY	1	0.1 %
UNITED BAPTIST CHURCH & MCDALE ST	1	0.1 %
SMITH LEVEL @ BPW	1	0.1 %
JONES FERRY @ ABBEY COURT	1	0.1 %
PTA THRIFT STORE FRAT COURT	1	0.1 %
CARRBORO PLAZA	1	0.1 %
SECU	1	0.1 %
Business Sku	1	0.1 %
Fernwood Ln	1	0.1 %
Cameron Ave (New East Hall)	1	0.1 %
Corner of Manning & S Columbia St	1	0.1 %
Frat Court-UNC Campus	1	0.1 %
Estes Park	1	0.1 %
Umstead @ Bolinwood	1	0.1 %
306 Estes Drive	1	0.1 %
Estes Drive, Carrboro, 27510	1	0.1 %
S COLUMBIA ST & PUREFOY RD	1	0.1 %
MASON FARM RD & DANIELS RD	1	0.1 %
SOUTH RD & MEDICAL DR	1	0.1 %
TAYLOR ST & MLK BLVD	1	0.1 %
FRANKLIN ST & COLUMBIA ST	1	0.1 %
208 OAK TREE DR	1	0.1 %
HAMILTON & BERKLEY	1	0.1 %
STATE EMPLOYEES CREDIT UNION PITTSBORO ST	1	0.1 %
SOUTH RD & RALIEGH ST	1	0.1 %
Total	1043	100.0 %

Q12. If CHT service was not available, how would you make this trip?

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	430	35.1 %
Walk	386	31.5 %
Get a ride from someone else	109	8.9 %
Use a taxi	95	7.8 %
Bicycle	102	8.3 %
I would not make this trip	85	6.9 %
Not provided	17	1.4 %
Total	1224	100.0 %

Q12. If CHT service was not available, how would you make this trip? (without "not provided")

Q12. If CHT service was not available, how would you make this trip	Number	Percent
Use my car	430	35.6 %
Walk	386	32.0 %
Get a ride from someone else	109	9.0 %
Use a taxi	95	7.9 %
Bicycle	102	8.5 %
I would not make this trip	85	7.0 %
Total	1207	100.0 %

Q13. Please check ALL the items that would encourage you to use public transportation more often.

Q13. All items that would encourage you to use public transportation more often	Number	Percent
More frequent service (if buses came by stops more often)	611	49.9 %
Faster travel time (if it took less time to get to destinations)	413	33.7 %
More service offered later in evenings	536	43.8 %
More service offered earlier in mornings	170	13.9 %
More service offered on Saturdays	499	40.8 %
More service offered on Sundays	461	37.7 %
Cleaner/better maintained vehicles	47	3.8 %
Service provided to more destinations	265	21.7 %
More information available about services offered	75	6.1 %
Buses being on-time/service more reliable	340	27.8 %
More covered shelters available	129	10.5 %
Fuel prices increase	85	6.9 %
Bus stops located closer to my home	197	16.1 %
More comfortable vehicles	49	4.0 %
Operator(s) more helpful	29	2.4 %
Nothing. I am riding it as often as I can	311	25.4 %
Total	4217	

Q14. What is your home ZIP CODE?

Q14. What is your home zip code	Number	Percent
27514	364	30.1 %
27516	294	24.3 %
27510	238	19.7 %
27517	93	7.7 %
27713	14	1.2 %
27707	12	1.0 %
27312	9	0.7 %
27705	7	0.6 %
27519	7	0.6 %
27278	6	0.5 %
27502	5	0.4 %
27344	5	0.4 %
27704	5	0.4 %
27703	5	0.4 %
27302	4	0.3 %
27560	4	0.3 %
27613	4	0.3 %
27512	3	0.2 %
27518	3	0.2 %
27511	3	0.2 %
27614	3	0.2 %
27243	3	0.2 %
27501	3	0.2 %
27529	3	0.2 %
27583	3	0.2 %
27540	3	0.2 %
27570	3	0.2 %
27410	2	0.2 %
27617	2	0.2 %
27513	2	0.2 %
27599	2	0.2 %
24514	2	0.2 %
28117	2	0.2 %
28601	2	0.2 %
27217	2	0.2 %
27515	2	0.2 %
27522	2	0.2 %
27330	2	0.2 %
27253	2	0.2 %
27615	2	0.2 %
27616	2	0.2 %
28025	1	0.1 %
27024	1	0.1 %
27405	1	0.1 %
27340	1	0.1 %
27150	1	0.1 %
22911	1	0.1 %
28387	1	0.1 %

Q14. What is your home ZIP CODE?

Q14. What is your home zip code	Number	Percent
27701	1	0.1 %
28715	1	0.1 %
27526	1	0.1 %
28396	1	0.1 %
28560	1	0.1 %
70560	1	0.1 %
29803	1	0.1 %
28510	1	0.1 %
27710	1	0.1 %
27023	1	0.1 %
27709	1	0.1 %
28213	1	0.1 %
28317	1	0.1 %
27576	1	0.1 %
27509	1	0.1 %
27265	1	0.1 %
27605	1	0.1 %
22516	1	0.1 %
27536	1	0.1 %
27712	1	0.1 %
27377	1	0.1 %
28054	1	0.1 %
51714	1	0.1 %
27545	1	0.1 %
27612	1	0.1 %
28326	1	0.1 %
24516	1	0.1 %
27586	1	0.1 %
27523	1	0.1 %
27816	1	0.1 %
27831	1	0.1 %
27539	1	0.1 %
27282	1	0.1 %
27314	1	0.1 %
28216	1	0.1 %
28716	1	0.1 %
28105	1	0.1 %
29464	1	0.1 %
27850	1	0.1 %
27804	1	0.1 %
28147	1	0.1 %
28713	1	0.1 %
28379	1	0.1 %
28372	1	0.1 %
27571	1	0.1 %
27320	1	0.1 %
27455	1	0.1 %
28692	1	0.1 %
27258	1	0.1 %
27574	1	0.1 %
28594	1	0.1 %
28075	1	0.1 %
27541	1	0.1 %
28467	1	0.1 %
28001	1	0.1 %
27527	1	0.1 %
27409	1	0.1 %
28214	1	0.1 %
27252	1	0.1 %
27207	1	0.1 %
28377	1	0.1 %
29516	1	0.1 %
28655	1	0.1 %
27284	1	0.1 %
27520	1	0.1 %
30068	1	0.1 %
27360	1	0.1 %
10520	1	0.1 %
27349	1	0.1 %
28612	1	0.1 %
Total	1211	100.0 %

Q15. How many blocks is your home from the nearest bus stop?

Q15. How many blocks is your home from the nearest bus stop	Number	Percent
0-5	962	78.6 %
6-10	38	3.1 %
11-20	8	0.7 %
21-30	56	4.6 %
Not provided	160	13.1 %
Total	1224	100.0 %

Q15. How many blocks is your home from the nearest bus stop? (without "not provided")

Q15. How many blocks is your home from the nearest bus stop	Number	Percent
0-5	962	90.4 %
6-10	38	3.6 %
11-20	8	0.8 %
21-30	56	5.3 %
Total	1064	100.0 %

Q16. Do you think you will still be using CHT a year from now?

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	1010	82.5 %
No	200	16.3 %
Not provided	14	1.1 %
Total	1224	100.0 %

Q16. Do you think you will still be using CHT a year from now? (without "not provided")

Q16. Do you think you will still be using CHT a year from now	Number	Percent
Yes	1010	83.5 %
No	200	16.5 %
Total	1210	100.0 %

Q17. Overall, how would you rate the quality of CHT?

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	402	32.8 %
Good	675	55.1 %
Average	125	10.2 %
Poor	9	0.7 %
Don't know	13	1.1 %
Total	1224	100.0 %

Q17. Overall, how would you rate the quality of CHT? (without "don't know")

Q17. How would you rate overall quality of CHT	Number	Percent
Excellent	402	33.2 %
Good	675	55.7 %
Average	125	10.3 %
Poor	9	0.7 %
Total	1211	100.0 %

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Timeliness of buses	20.6%	48.4%	20.3%	7.9%	1.0%	1.8%
Q18-2. Cleanliness/maintenance of buses	43.1%	46.7%	7.3%	1.1%	0.2%	1.7%
Q18-3. How comfortable buses are to ride	38.1%	44.5%	13.2%	1.6%	0.3%	2.2%
Q18-4. Availability of bus shelters at bus stops	21.1%	36.4%	26.8%	10.0%	1.6%	4.1%
Q18-5. How quickly buses get you to your destination	24.4%	45.2%	20.3%	6.4%	0.8%	2.9%
Q18-6. How close bus stops are located to your home	44.0%	31.5%	12.1%	3.8%	1.6%	7.1%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	45.9%	38.6%	9.9%	1.6%	0.4%	3.6%
Q18-8. Number of destinations served by bus	30.3%	45.1%	15.9%	3.8%	0.9%	4.0%
Q18-9. Hours bus service is offered	17.2%	37.3%	25.9%	13.6%	2.5%	3.5%
Q18-10. Availability of bus services on Saturdays	10.5%	16.4%	28.1%	22.9%	7.9%	14.1%
Q18-11. Availability of bus services on Sundays	9.0%	14.8%	25.5%	23.3%	11.6%	15.8%
Q18-12. How easy it is to transfer between buses	18.8%	28.9%	27.1%	4.1%	0.9%	20.2%
Q18-13. How safely bus drivers operate vehicles	40.5%	42.2%	10.4%	2.0%	0.5%	4.4%
Q18-14. Courtesy/customer service of operators	44.9%	38.8%	9.9%	1.5%	0.2%	4.8%
Q18-15. How knowledgeable bus operators are about services	38.7%	36.1%	12.7%	1.2%	0.0%	11.3%
Q18-16. Availability of route & schedule information	37.4%	37.6%	15.3%	4.8%	1.1%	3.8%
Q18-17. How easy it is to understand route & schedule information	32.7%	42.2%	13.5%	6.7%	0.9%	4.0%
Q18-18. Usefulness of information on buses	27.5%	33.4%	25.2%	3.1%	0.4%	10.5%
Q18-19. How easy it is to learn to use CHT bus system	34.7%	40.8%	16.3%	4.1%	0.4%	3.7%
Q18-20. How safe you feel while traveling on bus	47.1%	39.2%	9.2%	1.2%	0.3%	3.0%
Q18-21. How safe you feel while waiting at bus stops	38.5%	40.3%	13.9%	3.5%	0.7%	3.2%

Q18. Using a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied," rate your level of satisfaction with each item by circling the corresponding number. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Timeliness of buses	21.0%	49.3%	20.6%	8.1%	1.0%
Q18-2. Cleanliness/maintenance of buses	43.8%	47.5%	7.4%	1.1%	0.2%
Q18-3. How comfortable buses are to ride	38.9%	45.5%	13.5%	1.7%	0.3%
Q18-4. Availability of bus shelters at bus stops	22.0%	37.9%	27.9%	10.5%	1.7%
Q18-5. How quickly buses get you to your destination	25.1%	46.5%	20.9%	6.6%	0.8%
Q18-6. How close bus stops are located to your home	47.3%	33.9%	13.0%	4.0%	1.8%
Q18-7. How close bus stops are located to your workplace or other frequent destinations	47.6%	40.1%	10.3%	1.6%	0.4%
Q18-8. Number of destinations served by bus	31.6%	47.0%	16.6%	3.9%	0.9%
Q18-9. Hours bus service is offered	17.8%	38.7%	26.8%	14.1%	2.5%
Q18-10. Availability of bus services on Saturdays	12.3%	19.1%	32.7%	26.6%	9.2%
Q18-11. Availability of bus services on Sundays	10.7%	17.6%	30.3%	27.7%	13.8%
Q18-12. How easy it is to transfer between buses	23.5%	36.2%	34.0%	5.1%	1.1%
Q18-13. How safely bus drivers operate vehicles	42.4%	44.2%	10.9%	2.1%	0.5%
Q18-14. Courtesy/customer service of operators	47.1%	40.8%	10.4%	1.5%	0.2%
Q18-15. How knowledgeable bus operators are about services	43.6%	40.7%	14.3%	1.4%	0.0%
Q18-16. Availability of route & schedule information	38.9%	39.0%	15.9%	5.0%	1.2%
Q18-17. How easy it is to understand route & schedule information	34.0%	44.0%	14.0%	7.0%	0.9%
Q18-18. Usefulness of information on buses	30.7%	37.3%	28.1%	3.5%	0.5%
Q18-19. How easy it is to learn to use CHT bus system	36.0%	42.3%	17.0%	4.2%	0.4%
Q18-20. How safe you feel while traveling on bus	48.5%	40.4%	9.4%	1.3%	0.3%
Q18-21. How safe you feel while waiting at bus stops	39.7%	41.6%	14.3%	3.6%	0.7%

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. Top choice	Number	Percent
Timeliness of buses	589	48.1 %
Cleanliness/maintenance of buses	14	1.1 %
How comfortable buses are to ride	7	0.6 %
Availability of bus shelters at bus stops	15	1.2 %
How quickly buses get you to your destination	75	6.1 %
How close bus stops are located to your home	43	3.5 %
How close bus stops are located to your workplace or other frequent destinations	17	1.4 %
Number of destinations served by bus	22	1.8 %
Hours bus service is offered	83	6.8 %
Availability of bus services on Saturdays	49	4.0 %
Availability of bus services on Sundays	29	2.4 %
How easy it is to transfer between buses	4	0.3 %
How safely bus drivers operate vehicles	18	1.5 %
Courtesy/customer service of operators	10	0.8 %
How knowledgeable bus operators are about services	1	0.1 %
Availability of route & schedule information	21	1.7 %
How easy it is to understand route & schedule information	11	0.9 %
Usefulness of information on buses	1	0.1 %
How easy it is to learn to use CHT bus system	6	0.5 %
How safe you feel while traveling on bus	48	3.9 %
How safe you feel while waiting at bus stops	32	2.6 %
None chosen	129	10.5 %
Total	1224	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 2nd choice	Number	Percent
Timeliness of buses	122	10.0 %
Cleanliness/maintenance of buses	64	5.2 %
How comfortable buses are to ride	19	1.6 %
Availability of bus shelters at bus stops	23	1.9 %
How quickly buses get you to your destination	203	16.6 %
How close bus stops are located to your home	83	6.8 %
How close bus stops are located to your workplace or other frequent destinations	54	4.4 %
Number of destinations served by bus	39	3.2 %
Hours bus service is offered	100	8.2 %
Availability of bus services on Saturdays	67	5.5 %
Availability of bus services on Sundays	60	4.9 %
How easy it is to transfer between buses	9	0.7 %
How safely bus drivers operate vehicles	34	2.8 %
Courtesy/customer service of operators	20	1.6 %
How knowledgeable bus operators are about services	10	0.8 %
Availability of route & schedule information	26	2.1 %
How easy it is to understand route & schedule information	24	2.0 %
Usefulness of information on buses	6	0.5 %
How easy it is to learn to use CHT bus system	12	1.0 %
How safe you feel while traveling on bus	53	4.3 %
How safe you feel while waiting at bus stops	35	2.9 %
None chosen	161	13.2 %
Total	1224	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 3rd choice	Number	Percent
Timeliness of buses	68	5.6 %
Cleanliness/maintenance of buses	44	3.6 %
How comfortable buses are to ride	29	2.4 %
Availability of bus shelters at bus stops	27	2.2 %
How quickly buses get you to your destination	91	7.4 %
How close bus stops are located to your home	70	5.7 %
How close bus stops are located to your workplace or other frequent destinations	72	5.9 %
Number of destinations served by bus	63	5.1 %
Hours bus service is offered	105	8.6 %
Availability of bus services on Saturdays	32	2.6 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important?

Q19. 3rd choice	Number	Percent
Availability of bus services on Sundays	61	5.0 %
How easy it is to transfer between buses	21	1.7 %
How safely bus drivers operate vehicles	61	5.0 %
Courtesy/customer service of operators	25	2.0 %
How knowledgeable bus operators are about services	14	1.1 %
Availability of route & schedule information	69	5.6 %
How easy it is to understand route & schedule information	27	2.2 %
Usefulness of information on buses	6	0.5 %
How easy it is to learn to use CHT bus system	23	1.9 %
How safe you feel while traveling on bus	62	5.1 %
How safe you feel while waiting at bus stops	47	3.8 %
None chosen	207	16.9 %
Total	1224	100.0 %

Q19. Which THREE of the items listed in Question 18 above do you think are most important? (top 3)

Q19. Top choice	Number	Percent
Timeliness of buses	779	63.6 %
Cleanliness/maintenance of buses	122	10.0 %
How comfortable buses are to ride	55	4.5 %
Availability of bus shelters at bus stops	65	5.3 %
How quickly buses get you to your destination	369	30.1 %
How close bus stops are located to your home	196	16.0 %
How close bus stops are located to your workplace or other frequent destinations	143	11.7 %
Number of destinations served by bus	124	10.1 %
Hours bus service is offered	288	23.5 %
Availability of bus services on Saturdays	148	12.1 %
Availability of bus services on Sundays	150	12.3 %
How easy it is to transfer between buses	34	2.8 %
How safely bus drivers operate vehicles	113	9.2 %
Courtesy/customer service of operators	55	4.5 %
How knowledgeable bus operators are about services	25	2.0 %
Availability of route & schedule information	116	9.5 %
How easy it is to understand route & schedule information	62	5.1 %
Usefulness of information on buses	13	1.1 %
How easy it is to learn to use CHT bus system	41	3.3 %
How safe you feel while traveling on bus	163	13.3 %
How safe you feel while waiting at bus stops	114	9.3 %
None chosen	129	10.5 %
Total	3304	

Q20. How do you typically get information about CHT services?

Q20. How do you typically get information about CHT services	Number	Percent
Operators	105	8.6 %
Friends/family	181	14.8 %
Employer	42	3.4 %
CHT website	493	40.3 %
By calling CHT	63	5.1 %
Signs posted on buses	190	15.5 %
UNC/Hospital Information	55	4.5 %
Other riders	64	5.2 %
Mobile apps	821	67.1 %
Social media	56	4.6 %
Other	29	2.4 %
Total	2099	

Q20. Other

Q20-11. Other	Number	Percent
Google Map	6	20.7 %
Route schedule brochure	4	13.8 %
Nextbus	3	10.3 %
SIGNS @ BUS STOPS	3	10.3 %
BROCHURES ON BUS	2	6.9 %
Email	2	6.9 %
Google	1	3.4 %
Signs on bus shelters	1	3.4 %
PINTEREST	1	3.4 %
ONLINE	1	3.4 %
BUS STOP POSTERS, ELECTRONIC BOARDS	1	3.4 %
WORK	1	3.4 %
ELECTRONIC TICKETS	1	3.4 %
AT BUS SITES	1	3.4 %
THE PUBLIC LIBRARY	1	3.4 %
Total	29	100.0 %

Q21. Which of the following trip planners do you use?

Q21. What trip planners do you use	Number	Percent
Google transit	436	35.6 %
Go Triangle	185	15.1 %
Neither	666	54.4 %
Total	1287	

Q22. Do you use CHT's NextBus?

Q22. Do you use CHT's NextBus	Number	Percent
Yes	655	53.5 %
No	545	44.5 %
Not provided	24	2.0 %
Total	1224	100.0 %

Q22. Do you use CHT's NextBus? (without "not provided")

Q22. Do you use CHT's NextBus	Number	Percent
Yes	655	54.6 %
No	545	45.4 %
Total	1200	100.0 %

Q23. Would you like to receive email alerts about CHT services?

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	207	16.9 %
No	1004	82.0 %
Not provided	13	1.1 %
Total	1224	100.0 %

Q23. Would you like to receive email alerts about CHT services? (without "not provided")

Q23. Would you like to receive email alerts about CHT services	Number	Percent
Yes	207	17.1 %
No	1004	82.9 %
Total	1211	100.0 %

Q24. Including yourself, how many people live in your household?

Q24. How many people live in your household	Number	Percent
1	355	29.0 %
2	371	30.3 %
3	190	15.5 %
4	195	15.9 %
5	48	3.9 %
6	23	1.9 %
7	15	1.2 %
8+	17	1.4 %
Not provided	10	0.8 %
Total	1224	100.0 %

Q24. Including yourself, how many people live in your household? (without "not provided")

Q24. How many people live in your household	Number	Percent
1	355	29.2 %
2	371	30.6 %
3	190	15.7 %
4	195	16.1 %
5	48	4.0 %
6	23	1.9 %
7	15	1.2 %
8+	17	1.4 %
Total	1214	100.0 %

Q25. What is your age?

Q25. Your age	Number	Percent
Less than 18	78	6.4 %
18-24	526	43.0 %
25-34	330	27.0 %
35-44	103	8.4 %
45-54	59	4.8 %
55-64	66	5.4 %
65+	21	1.7 %
Not provided	41	3.3 %
Total	1224	100.0 %

Q25. What is your age? (without "not provided")

Q25. Your age	Number	Percent
Less than 18	78	6.6 %
18-24	526	44.5 %
25-34	330	27.9 %
35-44	103	8.7 %
45-54	59	5.0 %
55-64	66	5.6 %
65+	21	1.8 %
Total	1183	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	521	42.6 %
Female	699	57.1 %
Not provided	4	0.3 %
Total	1224	100.0 %

Q26. Your gender: (without "not provided")

Q26. Your gender	Number	Percent
Male	521	42.7 %
Female	699	57.3 %
Total	1220	100.0 %

Q27. What is your total annual household income?

Q27. What is your total annual household income	Number	Percent
Under \$10K	360	29.4 %
\$10K-\$19,999	112	9.2 %
\$20K-\$29,999	128	10.5 %
\$30K-\$39,999	112	9.2 %
\$40K-\$49,999	79	6.5 %
\$50K-\$74,999	130	10.6 %
\$75K+	145	11.8 %
Not provided	158	12.9 %
Total	1224	100.0 %

Q27. What is your total annual household income? (without "not provided")

Q27. What is your total annual household income	Number	Percent
Under \$10K	360	33.8 %
\$10K-\$19,999	112	10.5 %
\$20K-\$29,999	128	12.0 %
\$30K-\$39,999	112	10.5 %
\$40K-\$49,999	79	7.4 %
\$50K-\$74,999	130	12.2 %
\$75K+	145	13.6 %
Total	1066	100.0 %

Q28. Are you:

Q28. What best describe you	Number	Percent
Undergraduate student at UNC	469	38.3 %
Faculty at UNC	55	4.5 %
Graduate student at UNC	364	29.7 %
Employee at UNC Hospital	103	8.4 %
Staff/contractor at UNC	100	8.2 %
Not affiliated with UNC	148	12.1 %
Total	1239	

Q29. Which ONE of the following BEST describes your occupation?

Q29. What best describes your occupation	Number	Percent
Clerical	38	3.1 %
Retired	25	2.0 %
Laborer	28	2.3 %
Student	770	62.9 %
Professional	205	16.7 %
Skilled technician	43	3.5 %
Homemaker	6	0.5 %
Manager	21	1.7 %
Service industry	43	3.5 %
Unemployed	30	2.5 %
Not provided	15	1.2 %
Total	1224	100.0 %

Q29. Which ONE of the following BEST describes your occupation? (without "not provided")

Q29. What best describes your occupation	Number	Percent
Clerical	38	3.1 %
Retired	25	2.1 %
Laborer	28	2.3 %
Student	770	63.7 %
Professional	205	17.0 %
Skilled technician	43	3.6 %
Homemaker	6	0.5 %
Manager	21	1.7 %
Service industry	43	3.6 %
Unemployed	30	2.5 %
Total	1209	100.0 %

Q29a. (If you are employed) How long does it typically take you to get from your home to work (one-way) using the bus?

Q29a. How long does it typically take you to get from your home to work (one-way) using the bus

	Number	Percent
0-10 minutes	121	15.6 %
11-20 minutes	348	44.8 %
21-30 minutes	170	21.9 %
31-40 minutes	56	7.2 %
41-50 minutes	41	5.3 %
51-60 minutes	30	3.9 %
61+ minutes	11	1.4 %
Total	777	100.0 %

Appendix A:

*On-Board
Sampling Plan*

Appendix B: Sampling Plan for 2016 On-Board Customer Survey

The sampling plan for the project is provided below and shows the current monthly ridership, goals and number of completed surveys for each route.

2018 On-Board Survey Sampling Plan

OVERALL COMPLETION GOALS		
Express Routes		200
Non-Express Routes		1000
TOTAL		1200

GOALS BY ROUTE

Type	Route	Avg Daily Ridership Estimate	% of Total	Goal for Completed Surveys
Express	CCX	512	14.6%	29
Express	CPX	414	11.8%	24
Express	FCX	1764	50.2%	100
Express	HU	366	10.4%	21
Express	JFX	455	13.0%	26
TOTAL		3511	100%	200

Type	Route	Avg Daily Ridership	% of Total	Goal for Completed Surveys
Non-Express	A	955	4.6%	46
Non-Express	B	91	0.4%	4
Non-Express	CL	188	0.9%	9
Non-Express	CM	436	2.1%	21
Non-Express	CW	856	4.1%	41
Non-Express	D	1726	8.2%	82
Non-Express	F	842	4.0%	40
Non-Express	G	714	3.4%	34
Non-Express	HS	103	0.5%	5
Non-Express	J	3266	15.6%	156
Non-Express	N	713	3.4%	34
Non-Express	NS	3720	17.7%	177
Non-Express	NU	1203	5.7%	57
Non-Express	RU	1841	8.8%	88
Non-Express	S	1198	5.7%	57
Non-Express	T	879	4.2%	42
Non-Express	U	1724	8.2%	82
Non-Express	V	512	2.4%	24
TOTAL		20967	100.0%	1000

Appendix B:

Survey Instrument

2018 Chapel Hill Transit (CHT) Customer Survey

CHT is conducting a survey regarding our transit services and would appreciate you taking a few minutes during this trip to complete the survey. Please return your survey to the surveyor when you are finished.

1. **Which Route are you currently on?** Route Name: _____
2. **How often do you use CHT?**
 (0) less than once a week (3) 3 days a week (6) 6 or more days a week
 (1) 1 day per week (4) 4 days a week (7) First time riding
 (2) 2 days a week (5) 5 days a week
3. **How many times per week do you use CHT for trips other than going to work/school?** _____ times per week
4. **How long have you been using CHT's services at least once per week?**
 (1) Less than a month (3) 7-12 months (5) 3-4 years
 (2) 1-6 months (4) 1-2 years (6) more than 4 years
5. **Do you have another vehicle that could be used to make this trip?** (1) Yes (2) No
6. **Did you board this bus at a Park and Ride location?** (1) Yes (2) No

BRT description

Bus Rapid Transit (BRT) is a high-quality bus-based transit system that delivers fast, comfortable, and cost effective services. It does this through usage of dedicated lanes, elevated bus stations, and signal priority.

BRT. What is most important to you in a Bus Rapid Transit System? (Select up to 2 items)

- (01) Bike/pedestrian connections (04) Convenient transfers (07) Station experience
 (02) Speed of service (05) Extended later service (99) None of these are important to me
 (03) Corridor development (06) Regional connections

7. If you own a car, why do you use public transportation? (Check all that apply)

- (01) Parking is too expensive (04) I care about the environment (07) Driving is too expensive
 (02) The bus is faster than driving (05) To avoid traffic congestion (08) Don't have a license
 (03) Parking is hard to find (06) Don't like driving (99) Other: _____

8. If you don't own a car, why do you use public transportation? (Check all that apply)

- (01) It's my only alternative (03) Do not have a drivers license (99) Other: _____
 (02) No car available for this trip

9. What is the main purpose of this trip?

- (1) Work (4) Middle school (grades 6-8) (7) Hospital/doctor's office
 (2) Personal business (5) High school (grades 9-12) (8) Social/recreation
 (3) Shopping (6) College (9) Other: _____

10. How did you get to the bus that you are currently riding?

- (1) Walked: *how many blocks?* _____ blocks (5) Transferred from another CHT bus
 (2) Drove a car (6) Transferred from GoTriangle
 (3) Got a ride from someone else (7) Transferred from other agency transit service
 (4) Rode a bicycle (8) Other

11. What is the address or closest intersection to your destination? _____

12. If CHT service was not available, how would you make this trip?

- (1) Use my car (3) Get a ride from someone else (5) Bicycle
 (2) Walk (4) Use a taxi (6) I would not make this trip

13. Please check ALL the items that would encourage you to use public transportation more often.

- (00) Nothing; I am riding it as often as I can
 (01) More frequent service (if buses came by stops more often)
 (02) Faster travel time (if it took less time to get to destinations)
 (03) More service offered later in the evenings
 (04) More service offered earlier in the morning
 (05) More service offered on Saturdays
 (06) More service offered on Sundays
 (07) Cleaner/better maintained vehicles
 (08) Service provided to more destinations
 (09) More information available about the services offered
 (10) Buses being on-time/service more reliable
 (11) More covered shelters available
 (12) Fuel prices increase
 (13) Bus stops located closer to your home
 (14) More comfortable vehicles
 (15) Operator(s) more helpful

MORE QUESTIONS ON REVERSE SIDE →

14. What is your **home ZIP CODE**? _____
15. How many blocks is your home from the nearest bus stop? _____ blocks
16. Do you think you will still be using CHT a year from now? __ (1) Yes __ (2) No
17. Overall, how would you rate the quality of CHT?
 __ (1) Excellent __ (2) Good __ (3) Average __ (4) Poor __ (9) Don't know
18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item by circling the corresponding number.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Timeliness of buses.....	5.....	4.....	3.....	2.....	1.....	9
(B) Cleanliness/maintenance of buses.....	5.....	4.....	3.....	2.....	1.....	9
(C) How comfortable buses are to ride.....	5.....	4.....	3.....	2.....	1.....	9
(D) Availability of bus shelters at bus stops.....	5.....	4.....	3.....	2.....	1.....	9
(E) How quickly buses get you to your destination.....	5.....	4.....	3.....	2.....	1.....	9
(F) How close bus stops are located to your home.....	5.....	4.....	3.....	2.....	1.....	9
(G) How close bus stops are located to your workplace or other frequent destinations.....	5.....	4.....	3.....	2.....	1.....	9
(H) The number of destinations served by the bus.....	5.....	4.....	3.....	2.....	1.....	9
(I) Hours bus service is offered.....	5.....	4.....	3.....	2.....	1.....	9
(J) Availability of bus services on Saturdays.....	5.....	4.....	3.....	2.....	1.....	9
(K) Availability of bus services on Sundays.....	5.....	4.....	3.....	2.....	1.....	9
(L) How easy it is to transfer between buses.....	5.....	4.....	3.....	2.....	1.....	9
(M) How safely bus drivers operate vehicles.....	5.....	4.....	3.....	2.....	1.....	9
(N) Courtesy/customer service of operators.....	5.....	4.....	3.....	2.....	1.....	9
(O) How knowledgeable bus operators are about services.....	5.....	4.....	3.....	2.....	1.....	9
(P) Availability of route & schedule information.....	5.....	4.....	3.....	2.....	1.....	9
(Q) How easy it is to understand route & schedule information.....	5.....	4.....	3.....	2.....	1.....	9
(R) Usefulness of information on buses.....	5.....	4.....	3.....	2.....	1.....	9
(S) How easy it is to learn to use the CHT bus system.....	5.....	4.....	3.....	2.....	1.....	9
(T) How safe you feel while traveling on the bus.....	5.....	4.....	3.....	2.....	1.....	9
(U) How safe you feel while waiting at bus stops.....	5.....	4.....	3.....	2.....	1.....	9

19. Which THREE of the items listed above do you think are most important? (write the letters from the list in Q#18 in the spaces below)
- 1st _____ 2nd _____ 3rd _____
20. How do you typically get information about CHT services? (check all that apply)
- | | | |
|--|--|--|
| <input type="checkbox"/> (01) Operators | <input type="checkbox"/> (05) By calling CHT | <input type="checkbox"/> (09) Mobile apps |
| <input type="checkbox"/> (02) Friends/family | <input type="checkbox"/> (06) Signs posted on buses | <input type="checkbox"/> (10) Social media |
| <input type="checkbox"/> (03) Employer | <input type="checkbox"/> (07) UNC/Hospital Information | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (04) CHT website | <input type="checkbox"/> (08) Other riders | |
21. Which of the following trip planners do you use? (check all that apply) __ (1) Google transit __ (2) GoTriangle __ (3) Neither
22. Do you use CHT's NextBus? __ (1) Yes __ (2) No
23. Would you like to receive email alerts about CHT services? __ (1) Yes __ (2) No
24. Including yourself, how many people live in your household? _____ persons
25. What is your age? _____ years
26. Your gender: __ (1) Male __ (2) Female
27. What is your total annual household income?
- | | | |
|--|--|--|
| <input type="checkbox"/> (1) Under \$10,000 | <input type="checkbox"/> (4) \$30,000 - \$39,999 | <input type="checkbox"/> (6) \$50,000 - \$74,999 |
| <input type="checkbox"/> (2) \$10,000 - \$19,999 | <input type="checkbox"/> (5) \$40,000 - \$49,999 | <input type="checkbox"/> (7) \$75,000 or greater |
| <input type="checkbox"/> (3) \$20,000 - \$29,999 | | |
28. Are you: (check all that apply)
- | | | |
|---|---|--|
| <input type="checkbox"/> (1) undergraduate student at UNC | <input type="checkbox"/> (2) graduate student at UNC | <input type="checkbox"/> (3) staff/contractor at UNC |
| <input type="checkbox"/> (4) faculty at UNC | <input type="checkbox"/> (5) employee at UNC Hospital | <input type="checkbox"/> (6) not affiliated with UNC |
29. Which ONE of the following BEST describes your occupation? (Check only one.)
- | | | | | |
|---------------------------------------|--------------------------------------|---|--|---|
| <input type="checkbox"/> (1) Clerical | <input type="checkbox"/> (3) Laborer | <input type="checkbox"/> (5) Professional | <input type="checkbox"/> (7) Homemaker | <input type="checkbox"/> (9) Service Industry |
| <input type="checkbox"/> (2) Retired | <input type="checkbox"/> (4) Student | <input type="checkbox"/> (6) Skilled Technician | <input type="checkbox"/> (8) Manager | <input type="checkbox"/> (0) Unemployed |
- 29a. If you are employed, How long does it typically take you to get from your home to work (one-way) using the bus?
 _____ minutes (one-way)

Thank you for your assistance! Please return your completed survey to the surveyor.