Chapel Hill Transit Passenger Survey

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Findings Report

Submitted to Chapel Hill Transit by:
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Olathe, Kansas
66061
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2016 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 2,161 riders on both express and local CHT routes. The overall results for the sample of 2,161 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 third Transit Passenger Survey administered by CHT; the first was in the spring of 2010, and the second in the spring of 2012.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 900 completed surveys.

The routes surveyed include: A, CCX, CL, CM, CPX, CW, D, DX, F, FCX, G, HS, HU, J, JFX, JN, N, NS, NU, 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 2012 survey results when applicable

- Importance-satisfaction analysis tables

- Tables that show crosstabulations of the survey results by type of route (express vs. local routes)
- A copy of the survey instrument
- GIS maps showing the number of transit users by home zip code, and alighting locations

Characteristics of Transit Riders and Select Findings

- **Age of Transit Riders:** Seventy-seven percent (77%) of CHT riders were under the age of 35; 10% of riders were ages 35-44. Thirty-three percent (33%) of riders in 2012 were under the age of 25, while 32% were ages 25-34.
- **Annual Household Income:** Fifty-one percent (51%) of riders surveyed had an income under $30,000. Forty percent (40%) of riders surveyed had an income under $30,000 in 2012.
- **Occupation of Transit Riders:** The most common occupations of transit riders were: student (55%), professional (22%), skilled technician (5%), and various service industry occupations (4%). Only 3% of riders identified as unemployed, this was also true in 2012. In 2012 the most common occupations of transit riders were: student (39%), professional (26%), and skilled technician (5%).
- **Status of Rider's UNC Affiliation:** The most common relationships with UNC were: undergraduate student (34%), graduate student (26%), employee at UNC hospital (13%), and staff/contractor at UNC (12%). On express routes 37% of riders identified as employees at UNC hospital, and on local routes 39% identified as undergraduate students at UNC.
- **How Often Transit Riders Use Chapel Hill Transit:** Sixty-eight percent (68%) of riders used public transit at least 5 days a week; 21% used it 3 to 4 days a week, 11% used it 2 days or less per week, and 1% of riders surveyed were riding for their first time. In 2012 almost three-fourths (73%) of riders used public transit at least 5 days a week, and 9% 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. Over one-quarter (26%) of riders surveyed have been using CHT between 1 to 2 years; 35% of riders surveyed have been using CHT for over 3 years. Similar results were observed in 2012, 32% of riders had been using CHT for 1 year or less; 25% 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 (53%, 55% in 2012), parking is hard to find (48%, 47% in 2012), and they cared about the environment (24%, 29% in 2012). 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 (63%, 69% in 2012), they did not have a vehicle available for this trip (10%, 30% in 2012), and no driver's license (6%).

- **Purpose of the Trip:** The most frequently mentioned destinations of riders surveyed were: work (47%), or college (46%).

- **How Transit Riders Got to the Bus:** The two most frequently mentioned ways riders got to the bus were: they walked (80%, 64% in 2012), and they drove a vehicle (15%, 28% in 2012). Of the riders who walked to their bus, 57% walked 1 block or less (59% in 2012), 21% walked 2 blocks (21% in 2012), 22% walked 3 blocks or more (32% in 2012).

- **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 2012: 91% of riders surveyed rated the overall quality of CHT as either excellent or good; 8% 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: how safe riders feel while using the bus (91%), the cleanliness/maintenance of buses (87%), courtesy/customer service of operators (86%), how close bus stops are located to their workplace (85%), and how safely bus drivers operate their vehicles (85%). These ratings are very similar to the 2012 ratings, the top five services riders were most satisfied with in 2016 are the same as in 2012.

- **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 (13%), hours bus service is offered (21%), and the availability of bus service on Saturdays (37%), and Sundays (40%). The availability of service on Saturday and Sunday remained an issue of least satisfaction from 2012.

- **Chapel Hill Transit Services Riders Felt Were Most Important:** The transit services most important to riders was the timeliness of buses (68%). Other services riders felt were important were: the hours bus service is offered (29%), this service was also one of

services riders was least satisfied with. How quickly buses get riders to their destination (27%) 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 (49%), more service offered later in the evenings (43%), and more service offered on Saturday (39%) and Sunday (36%). These items remained similar to the reasons in 2012 that would most encourage riders to use CHT more often. In 2012 seventeen percent (17%) of riders surveyed indicated that a fuel price increase would encourage them to rider transit more often, in 2012 only 5% of riders selected this response.

- **Other Findings:**

    - In 2012 nearly two-thirds (66%) of riders surveyed indicated they typically use the CHT website to get information about CHT services. In 2016 that number dropped from 66% to 55% and the most used method for getting information about CHT services became mobile apps (59%).

    - From 2012 to 2016 the trip planners riders use did not drastically change. In 2012 over two-thirds (67%) of riders indicated they did not use Google Transit or GoTriangle as a trip planner. In 2016 riders still indicated at high levels (55%) that they do not use Google Transit or GoTriangle as a trip planner.

    - Between 2012 and 2016 the percentage of riders who indicated they would be using CHT a year from now did not change (84%). However, in 2016 only 1% of riders surveyed indicated they “don’t know” if they will be using CHT a year from now, while in 2012 5% of riders indicated they “don’t know”.

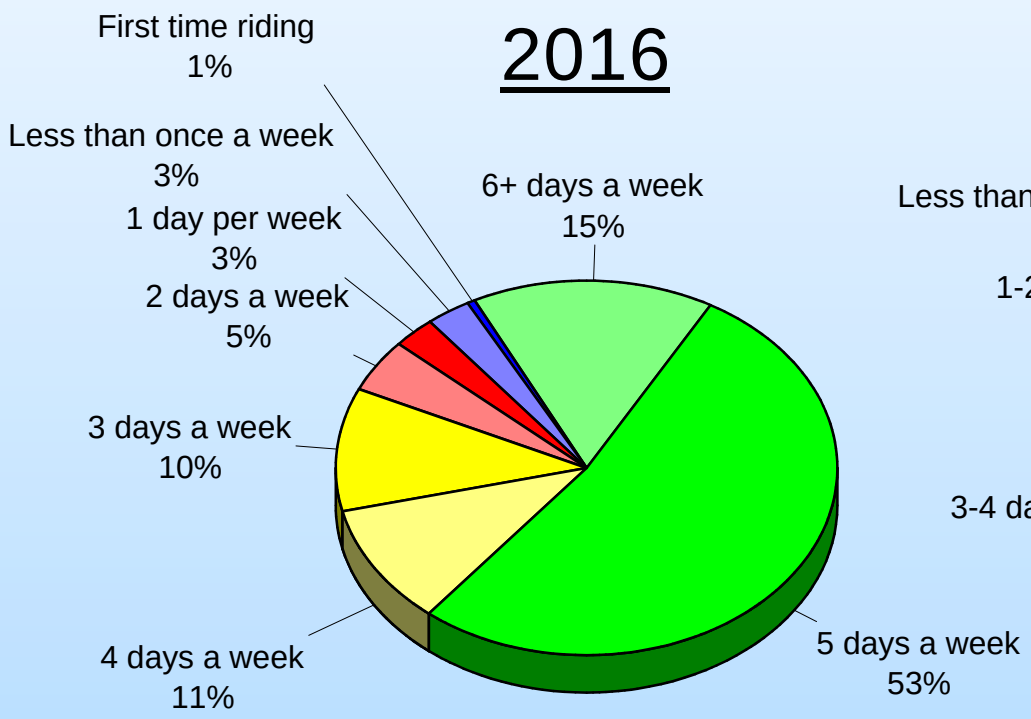
    - Over half (58%) of riders surveyed indicated they do not use CHT for trips other than work and school. Twelve percent (12%) of riders surveyed indicated they used CHT 1 time per week for a trip other than work and school; 30% of riders surveyed indicated they use CHT 2 to 7 days per week for trips other than work or school.

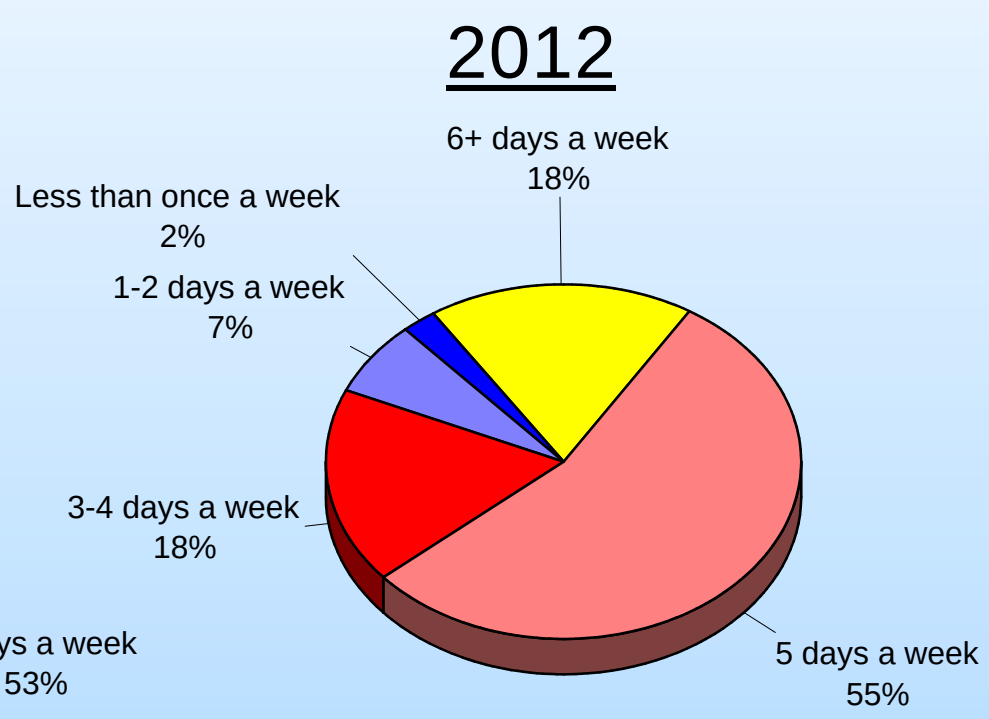
Section 1:

Charts and Graphs

How Often Customers Use Chapel Hill Transit (CHT)

by percentage of the riders surveyed



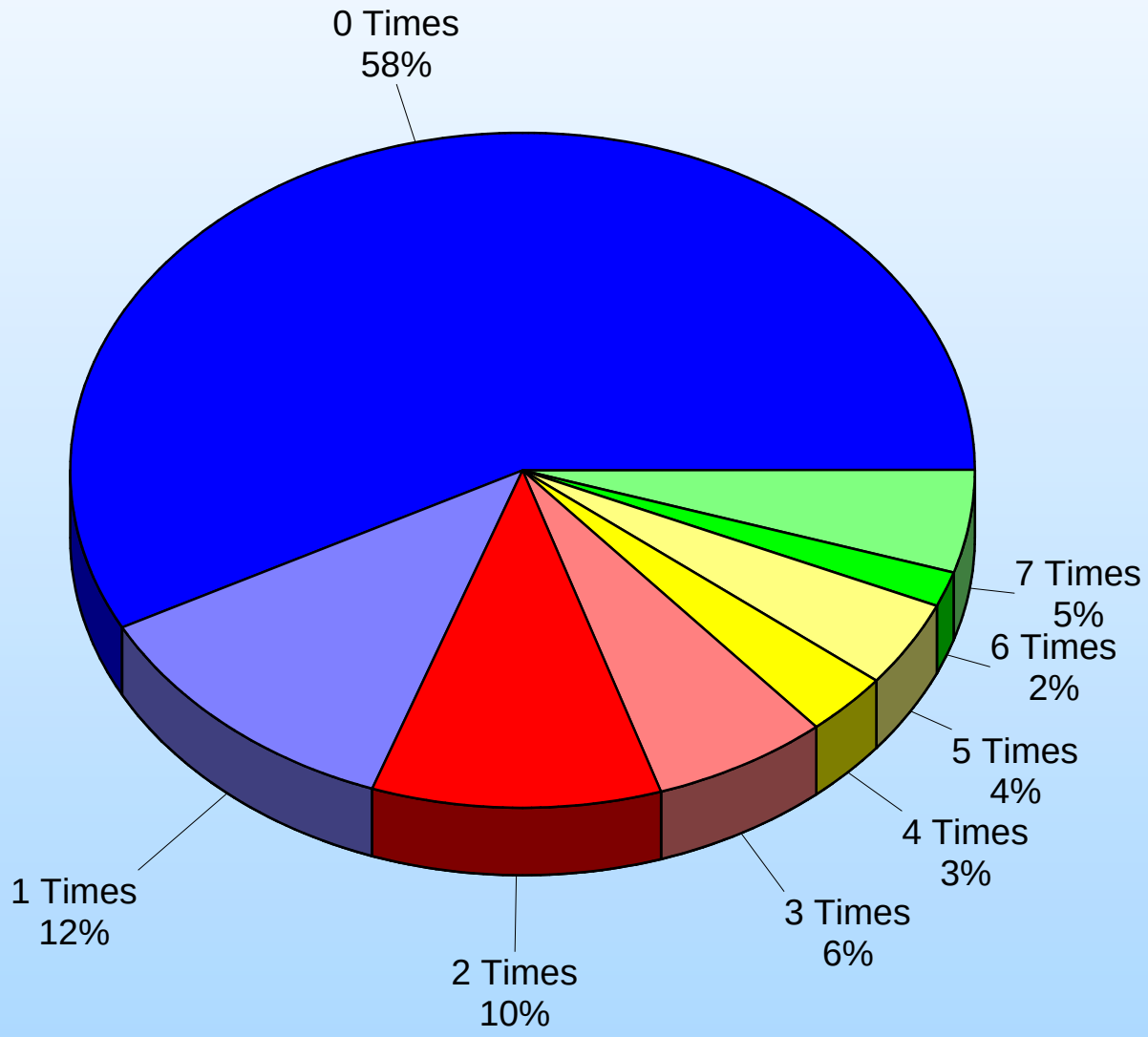


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

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

by percentage of the riders surveyed



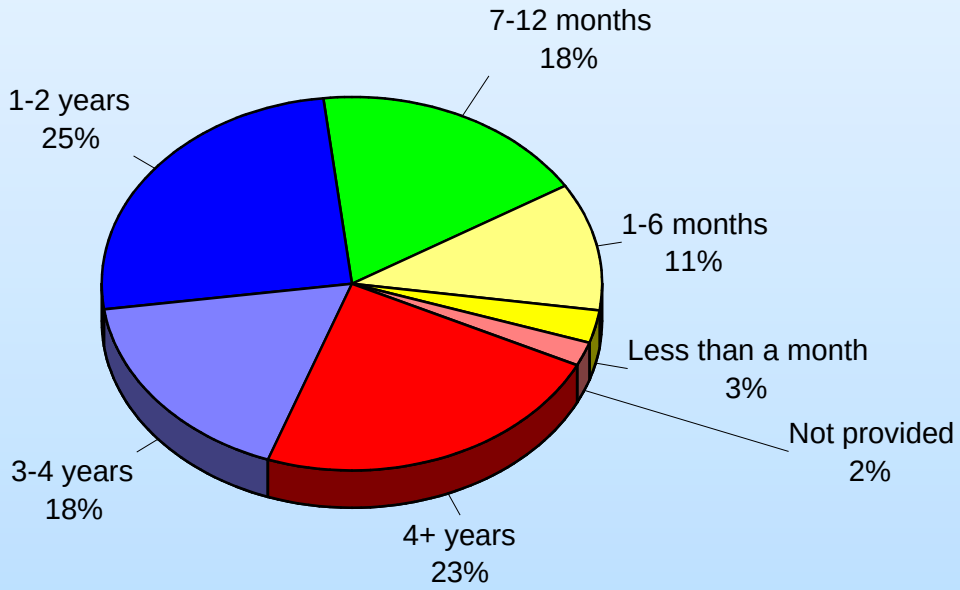
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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

by percentage of the riders surveyed

2016

2012

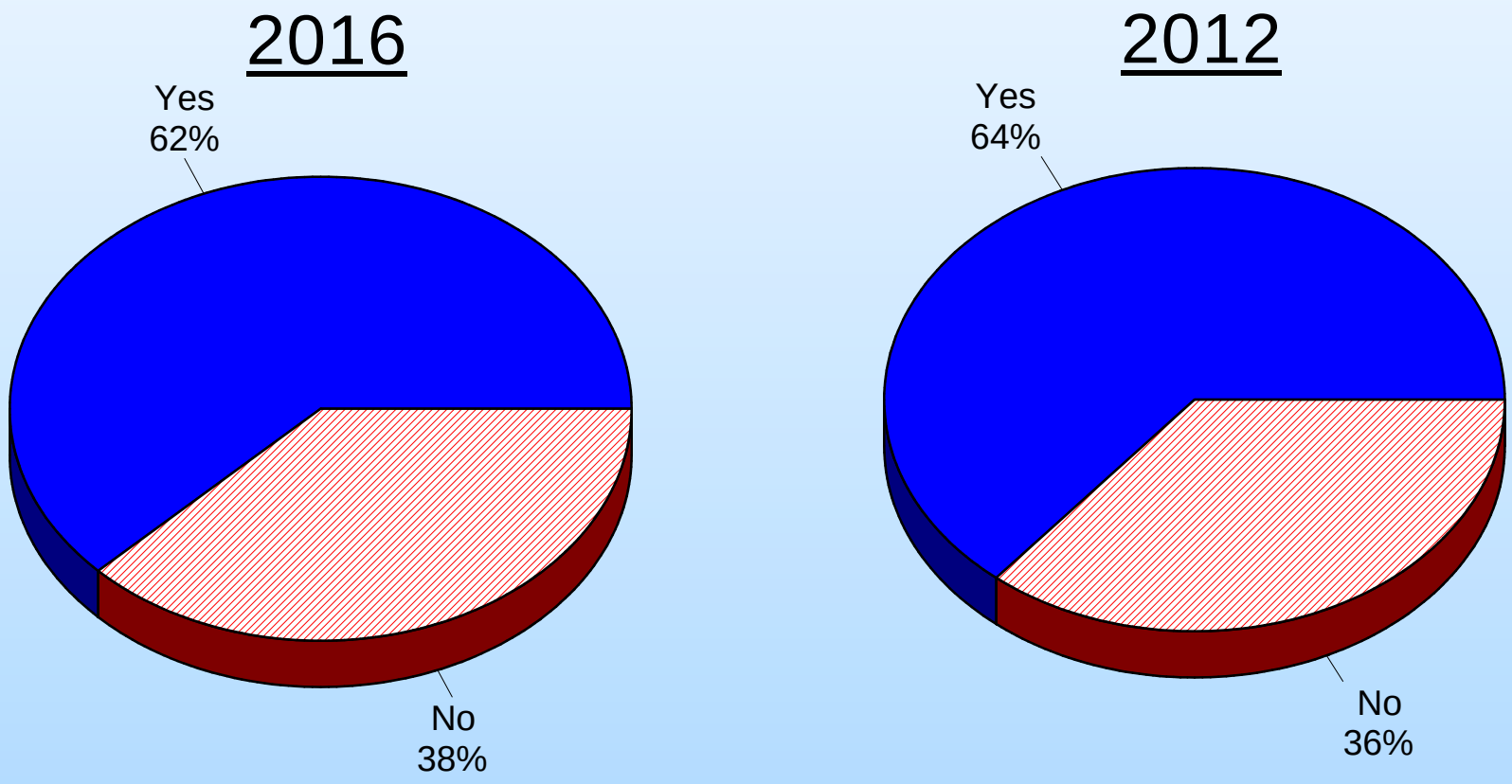


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

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

by percentage of the riders surveyed (excluding “don’t know”)

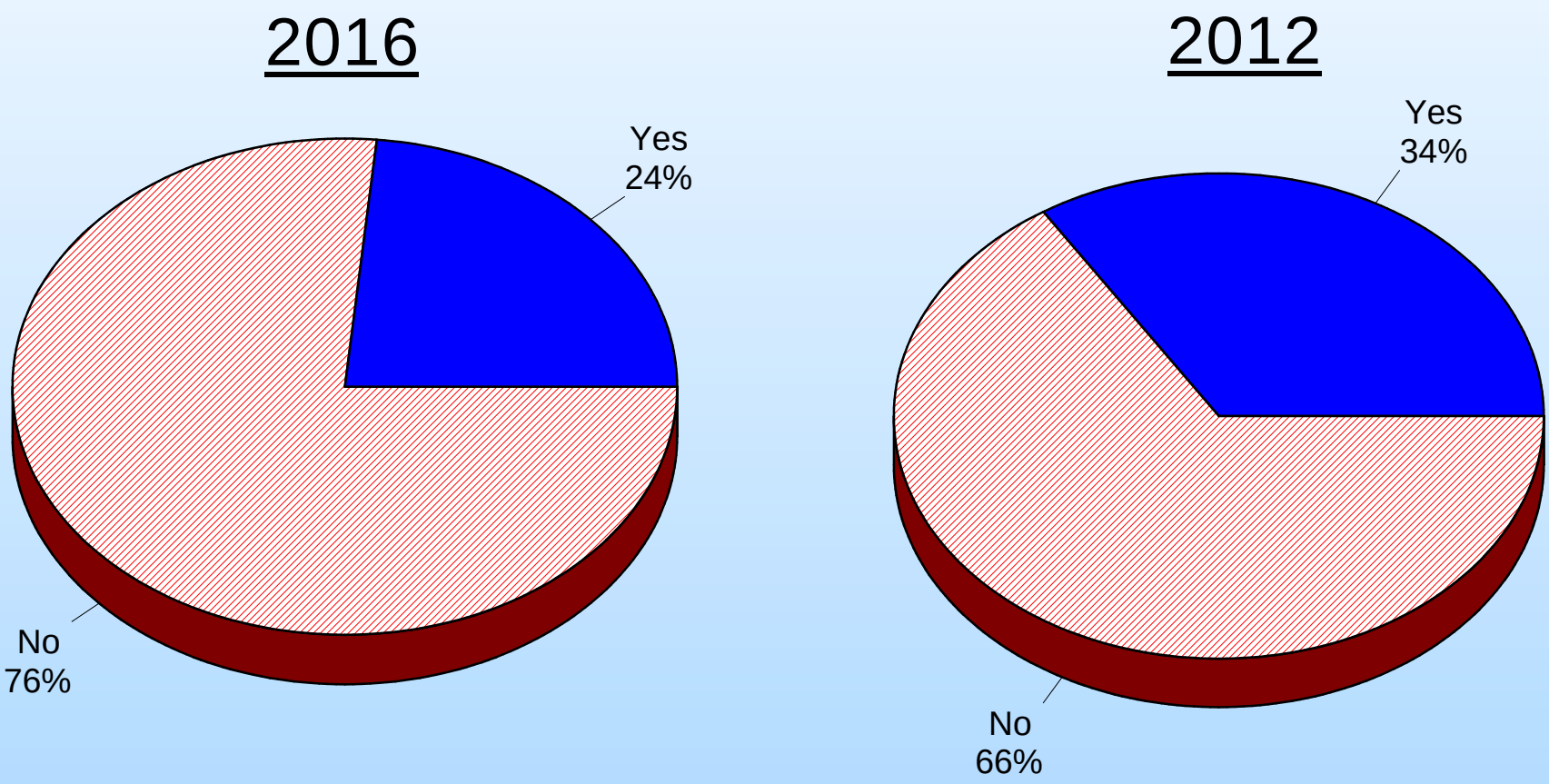


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

Did Customer Board Bus at a Park and Ride Location

by percentage of the riders surveyed

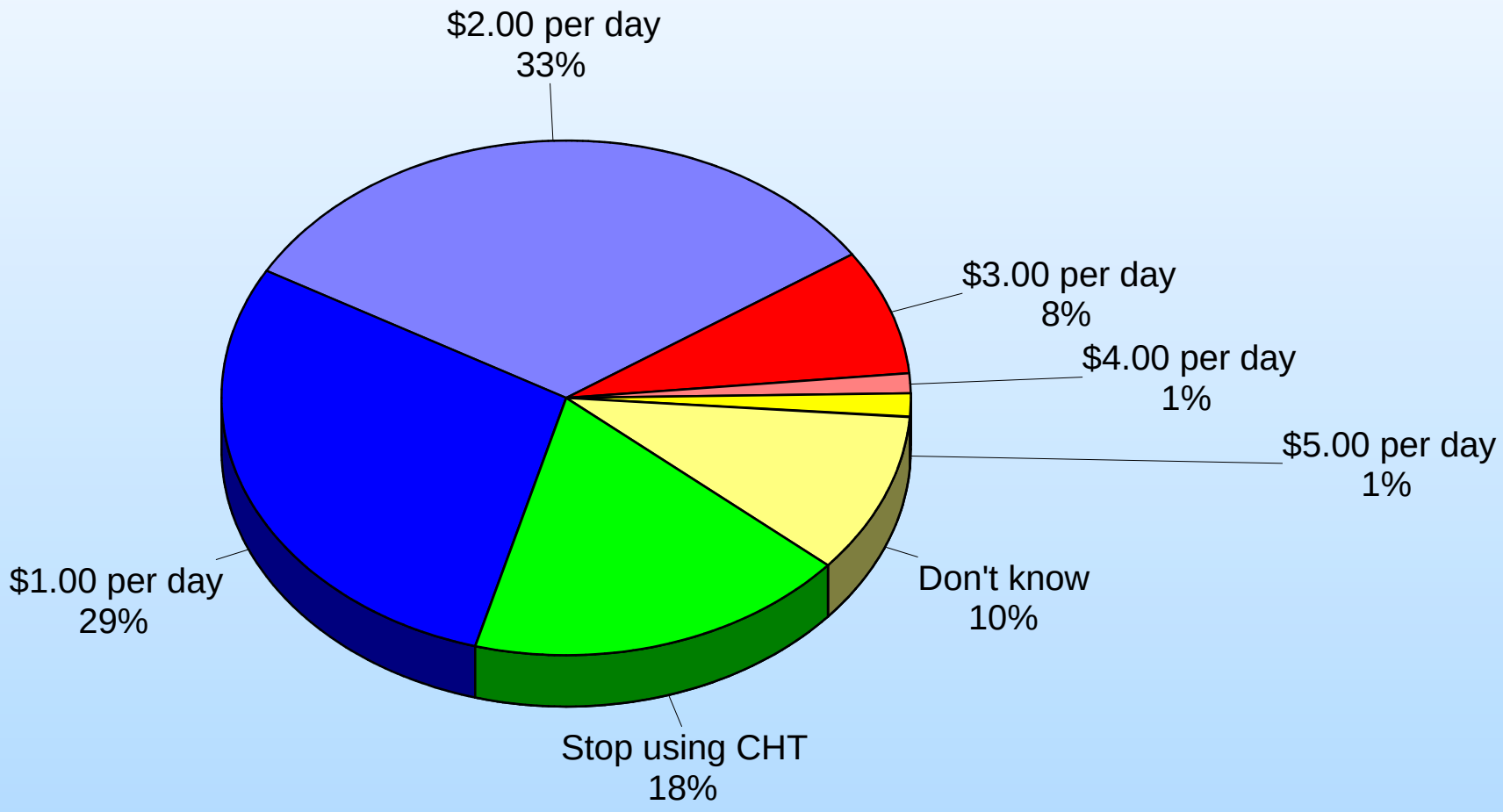


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

Maximum Amount Customers Would Be Willing to Pay Per Day to Park at a Park and Ride Location

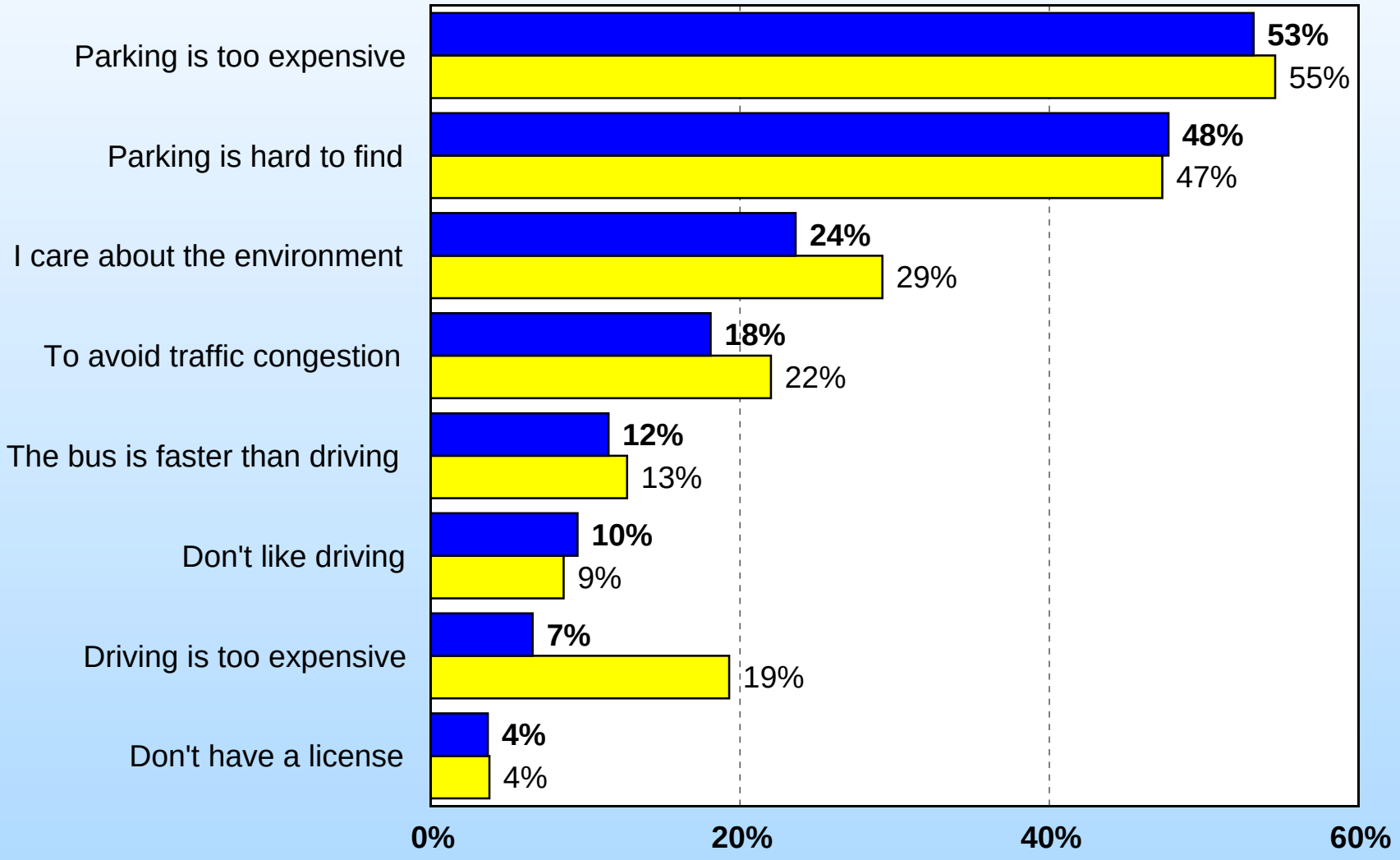
by percentage of respondents who boarded the bus they were on at a park and ride location



Source: ETC Institute (2016 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)

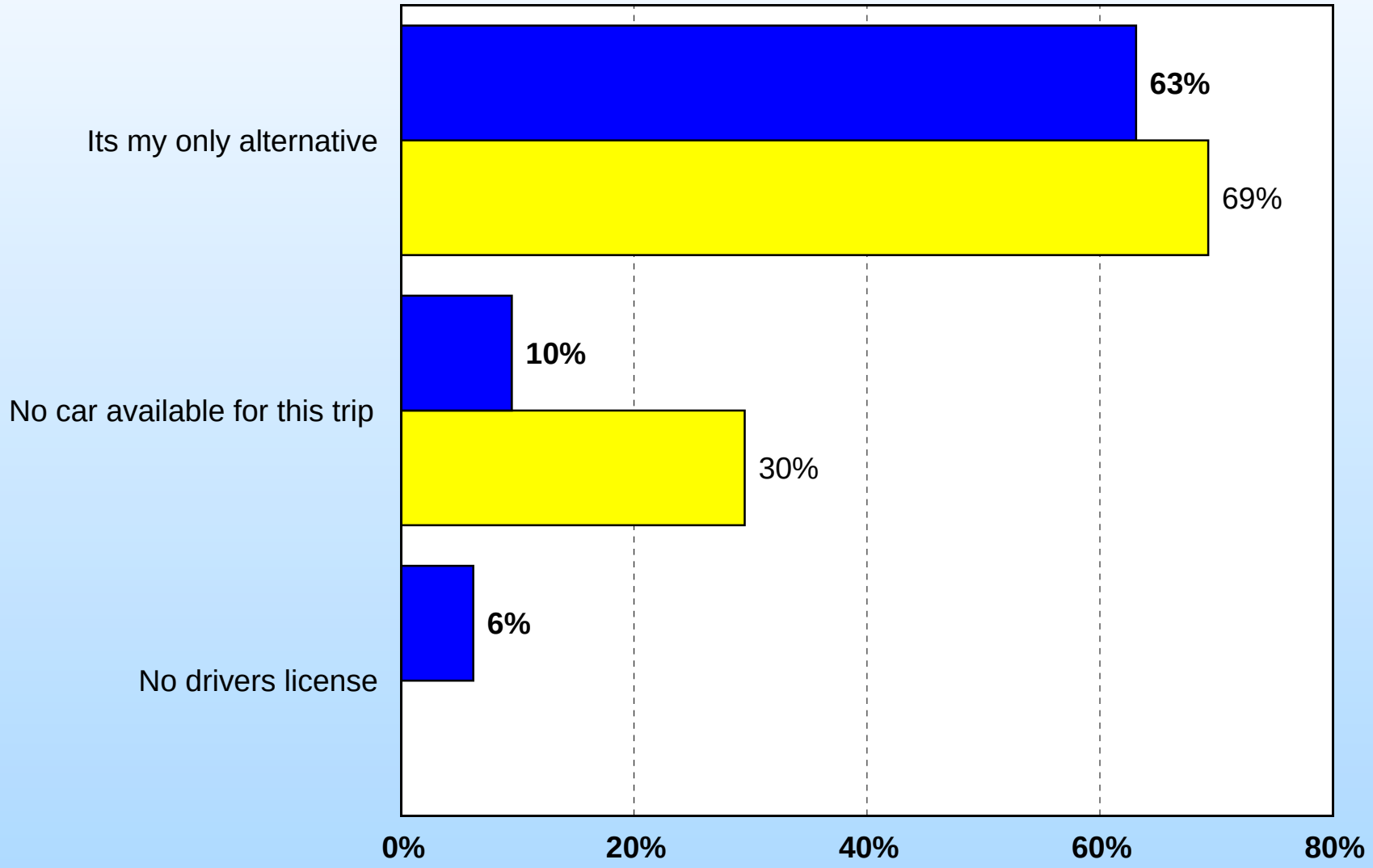


TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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)

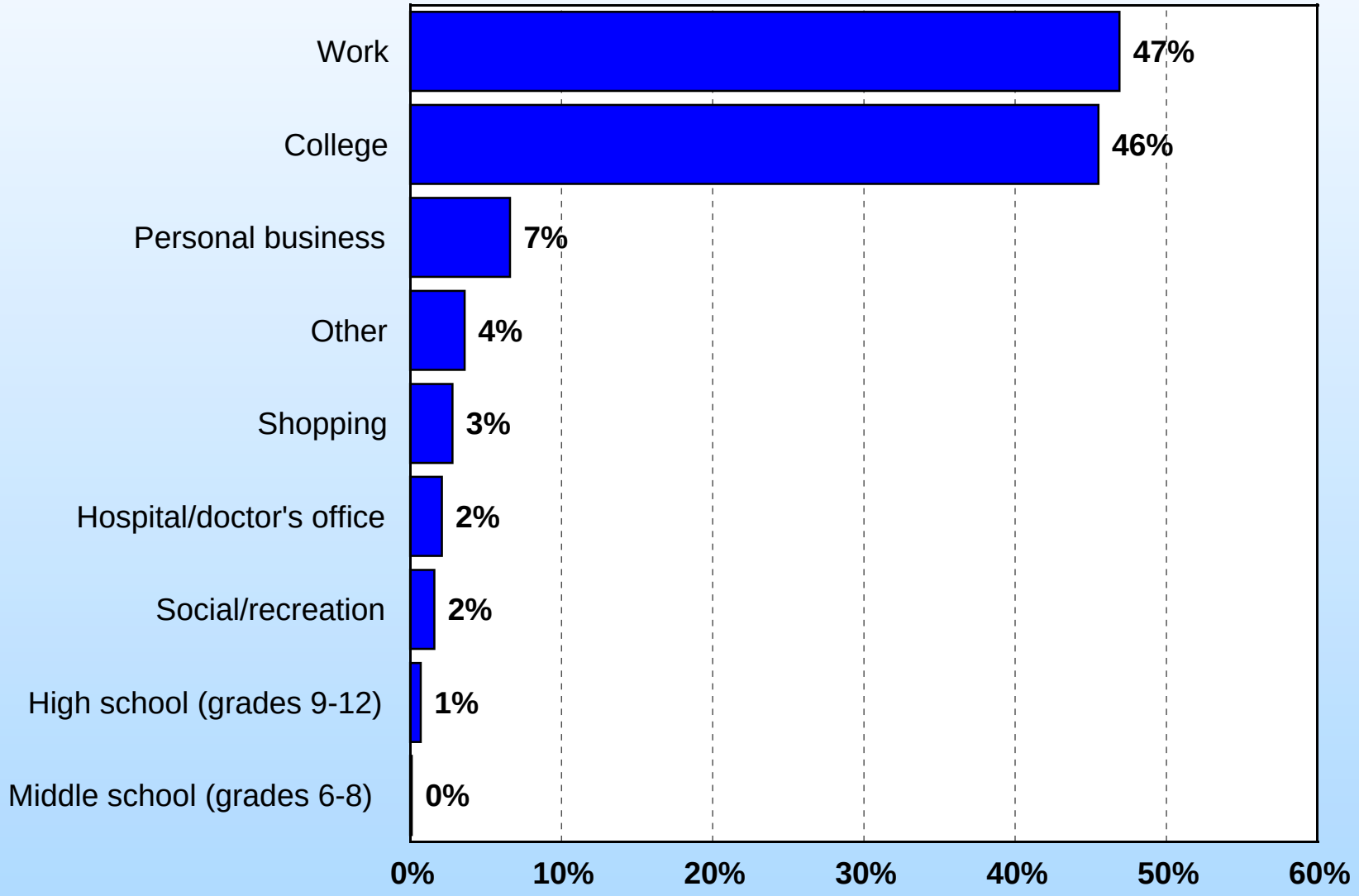


TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Purpose of the Trip

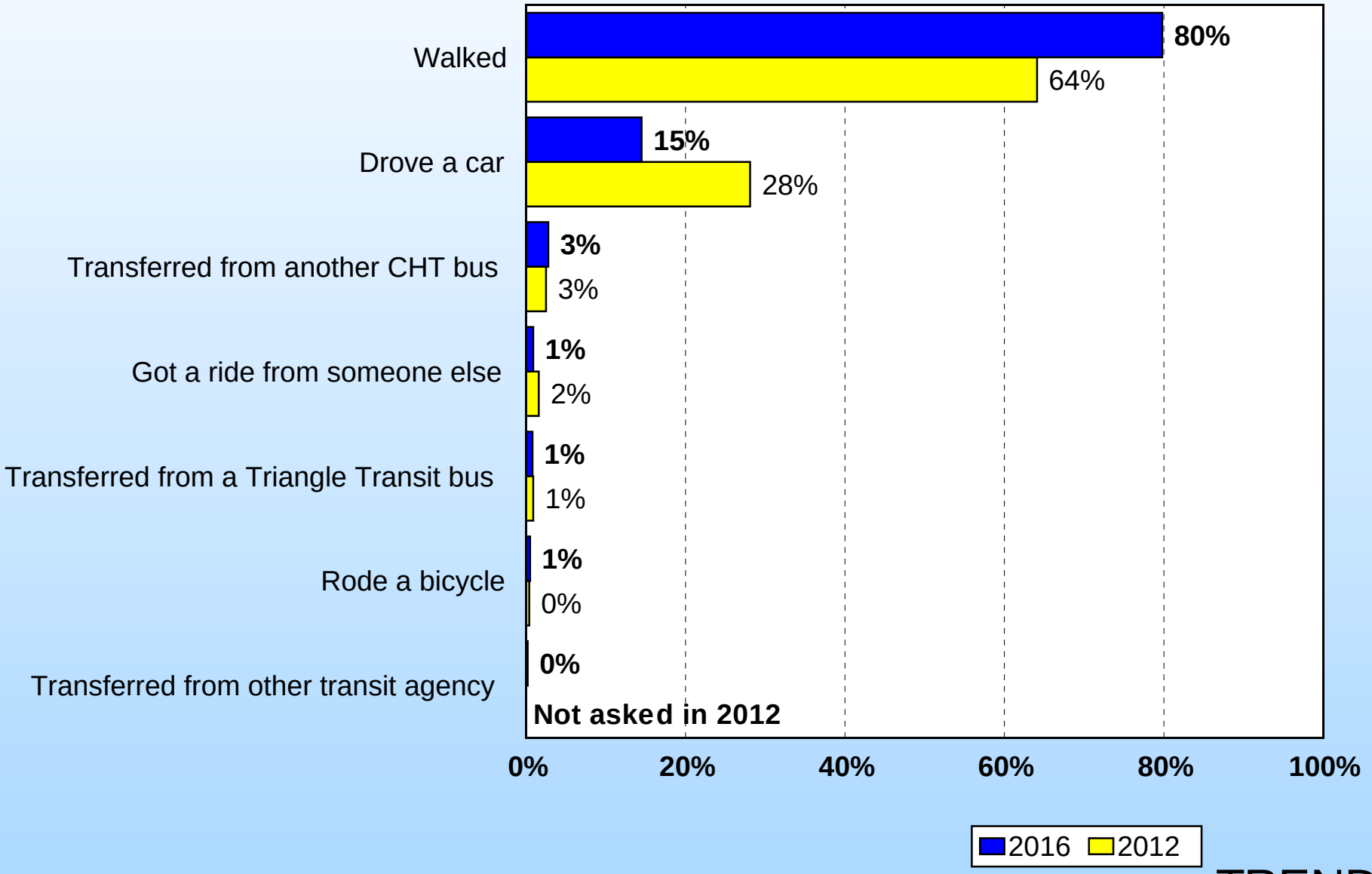
by percentage of the riders surveyed



Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

How Customers Got to the Bus They Were Riding

by percentage of the riders surveyed



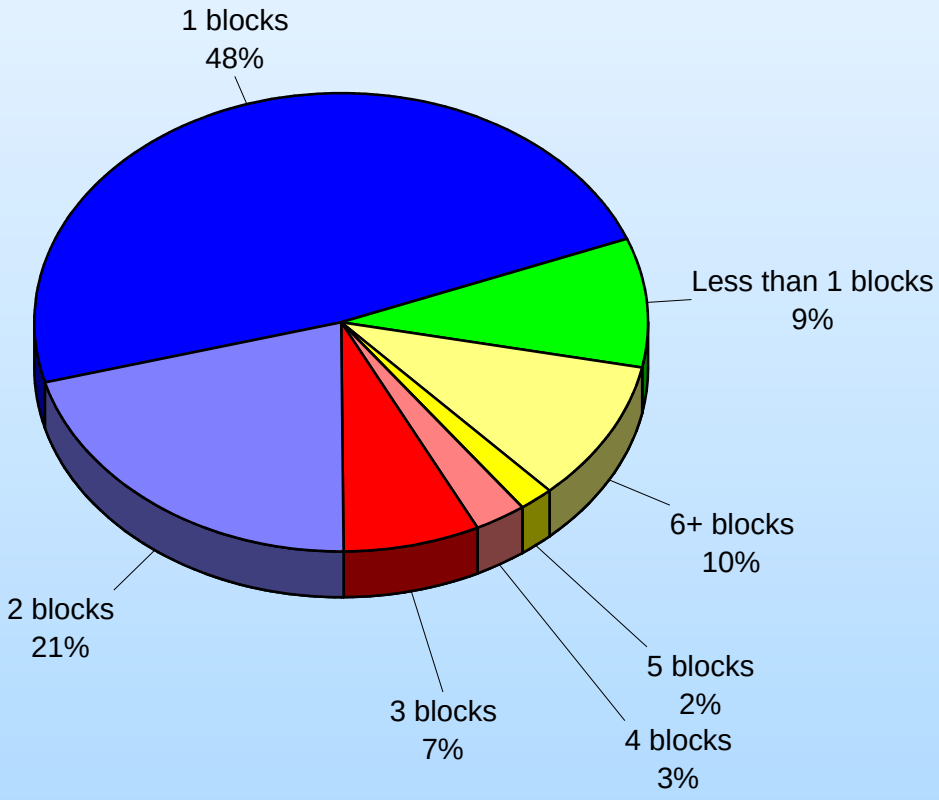
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

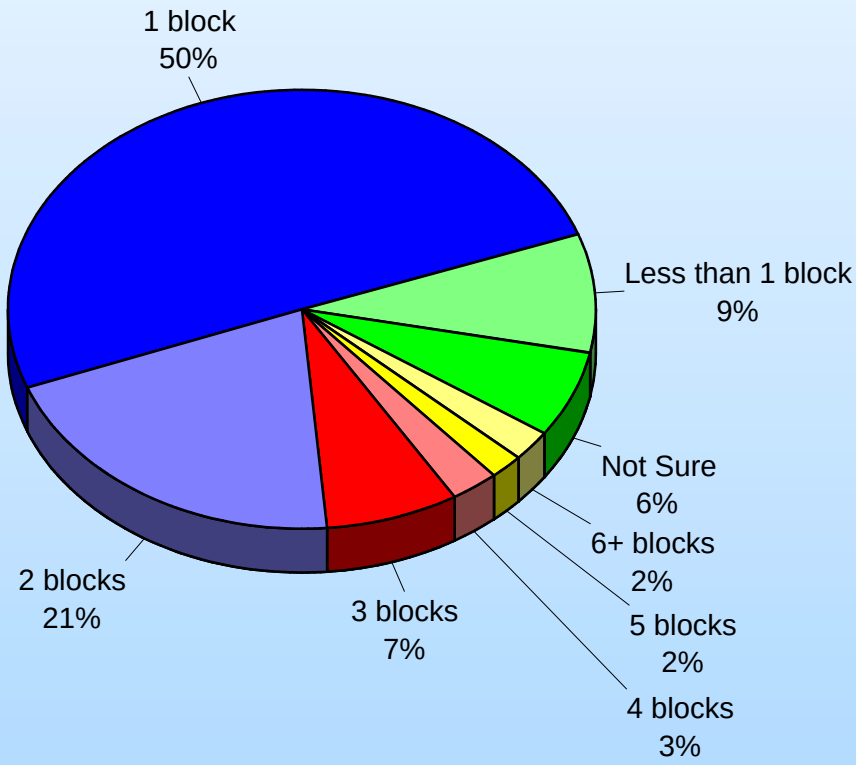
Number of Blocks Customers Had to Walk to Get to the Bus They Were Riding

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

2016



2012



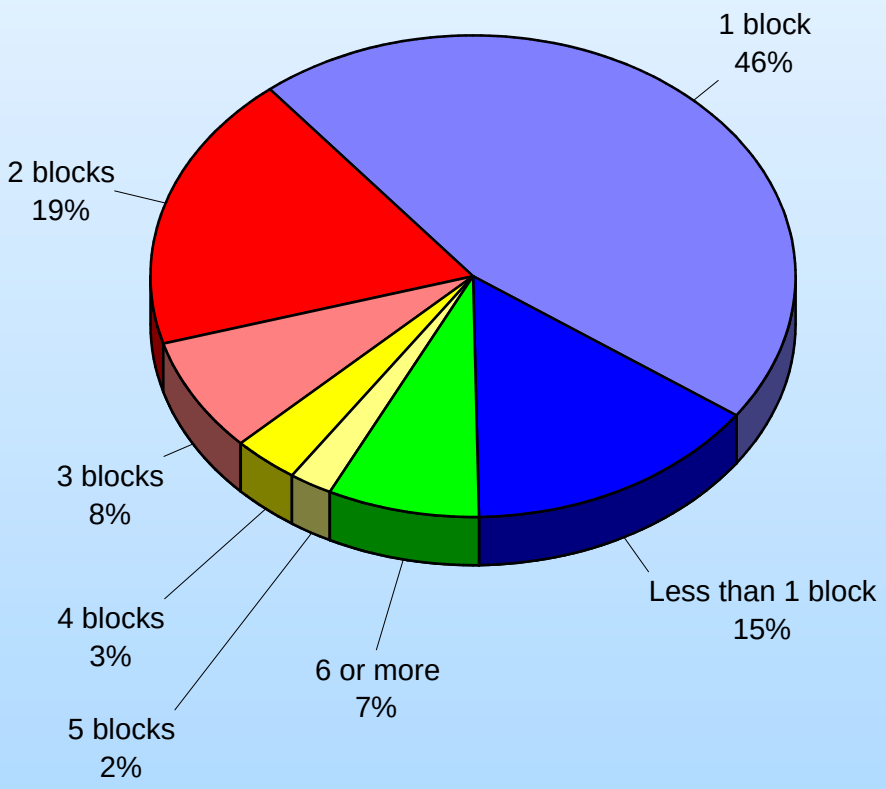
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

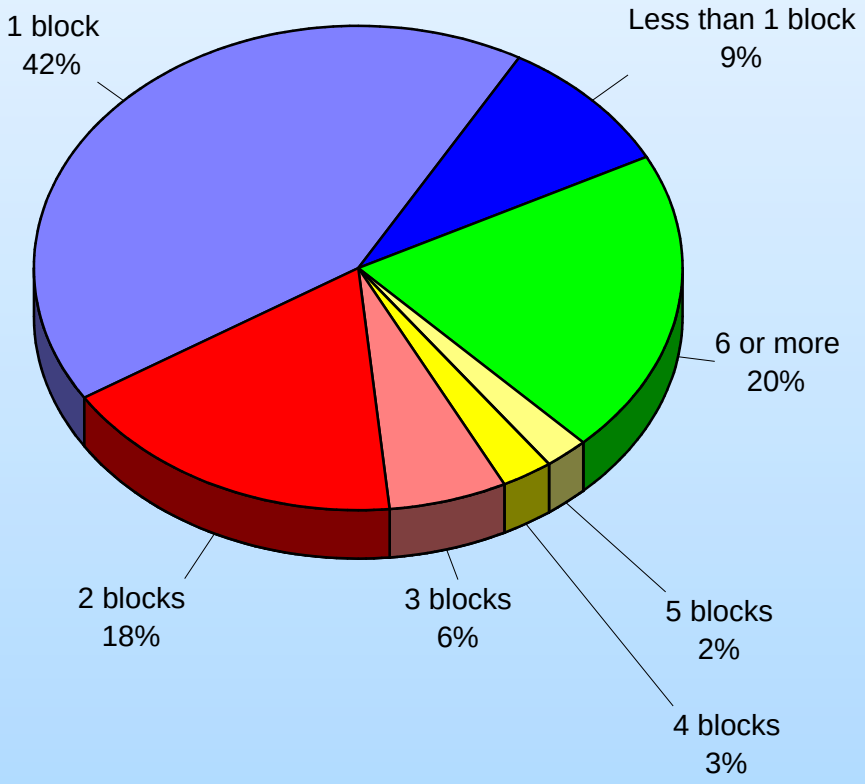
Number of Blocks The Nearest Bus Stop is Located From HOME

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

2016



2012



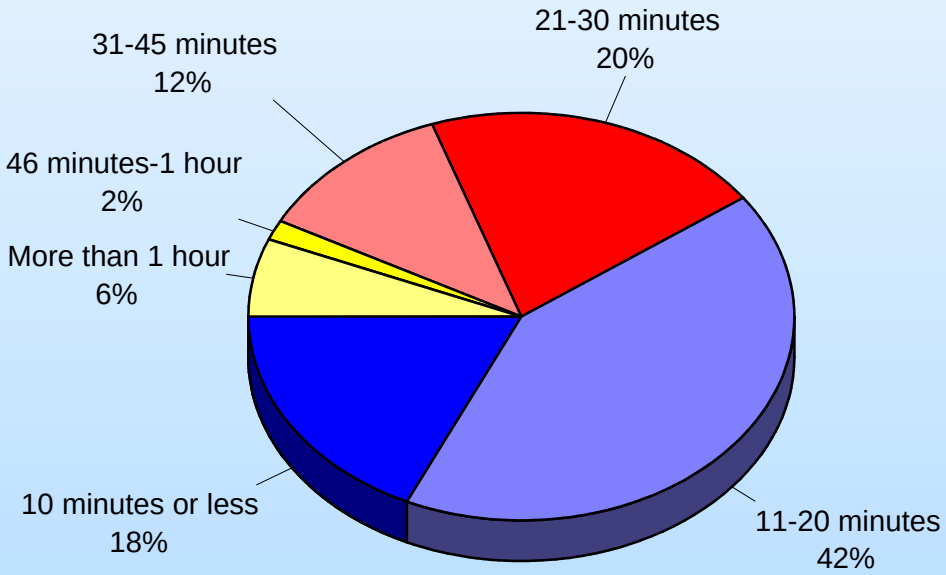
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

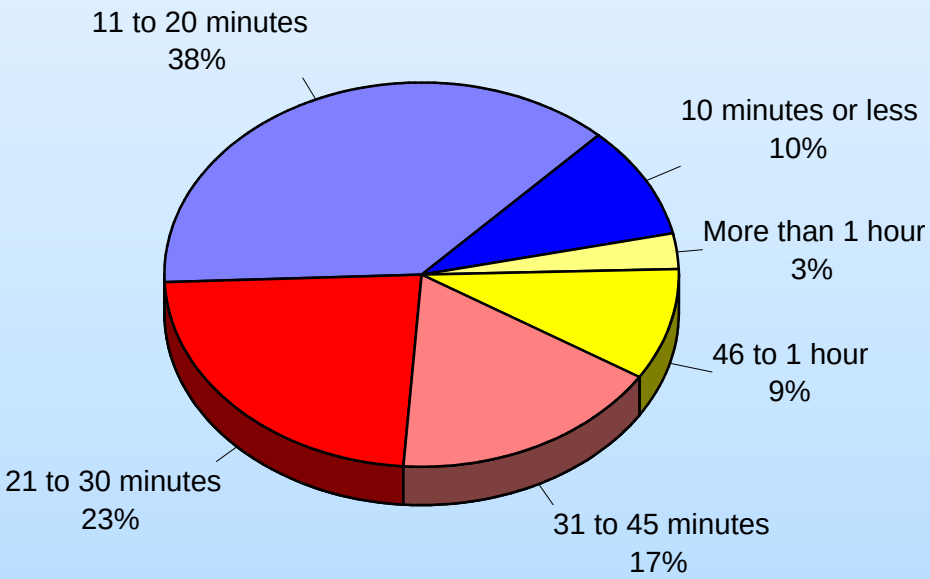
Average Time It Takes Riders to Get From Home to Work Using the Bus

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

2016



2012

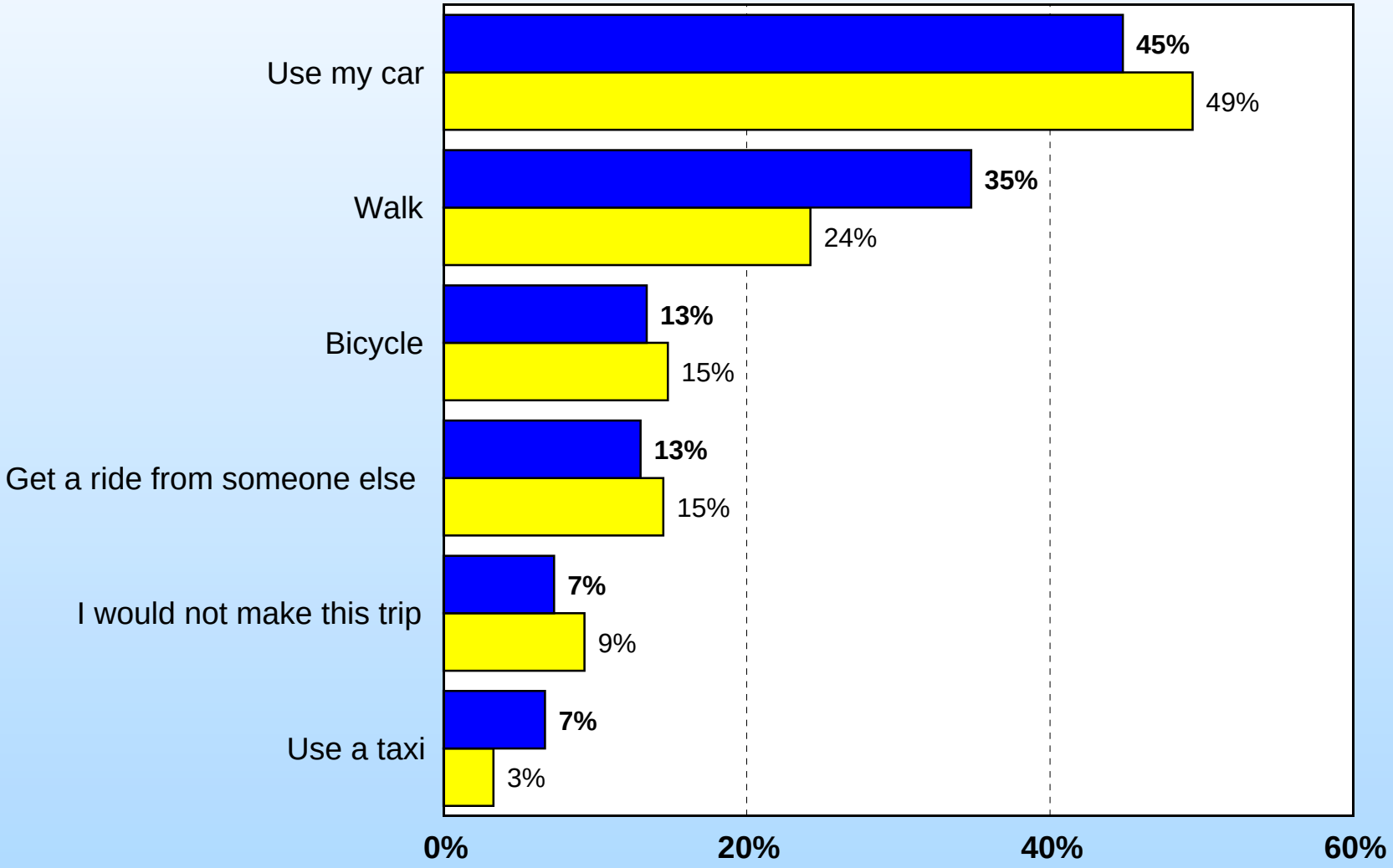


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

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

by percentage of the riders surveyed (multiple responses allowed)

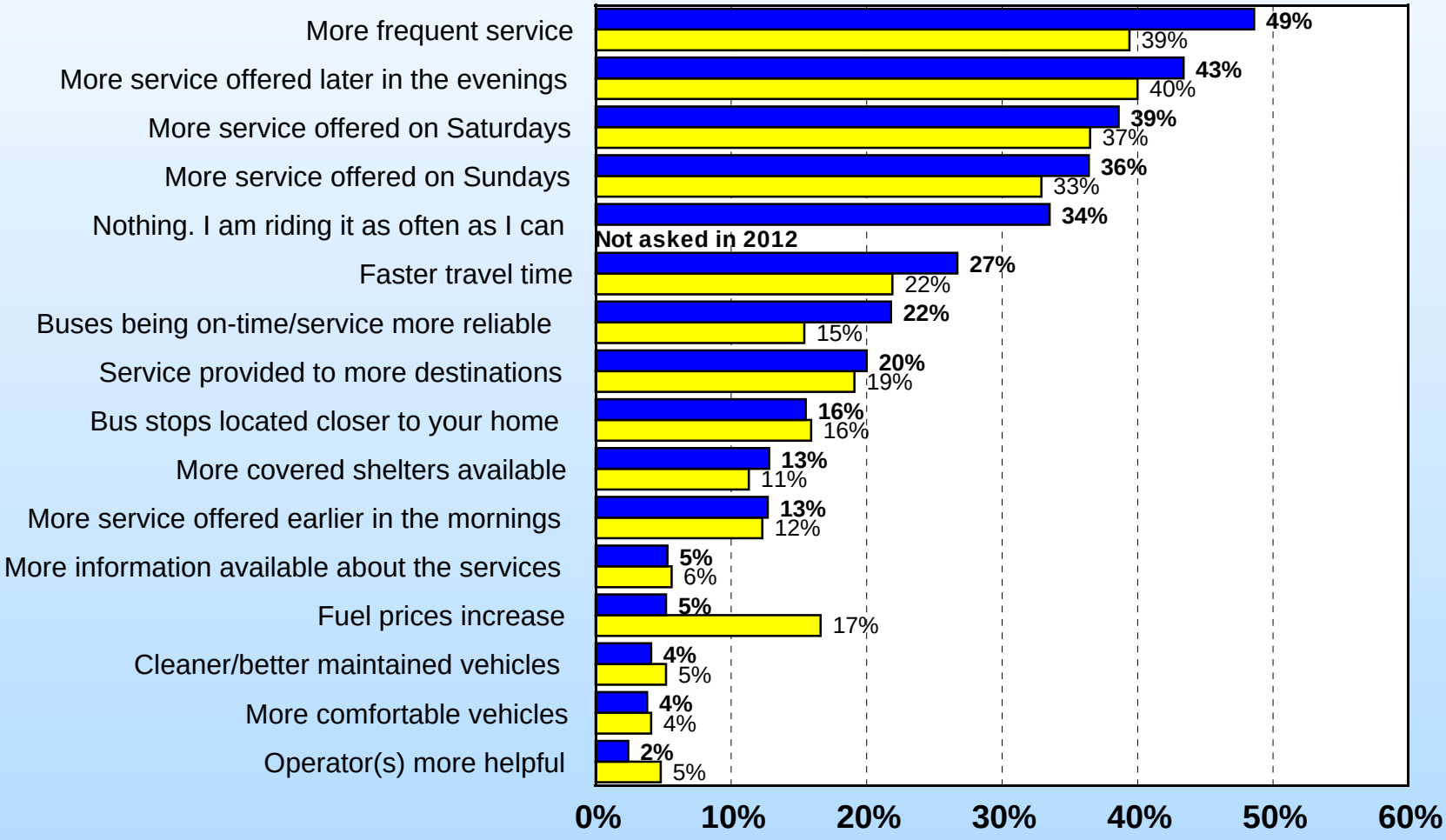


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

Items That Would Encourage Riders to Use CHT More Often

by percentage of the riders surveyed (multiple responses allowed)



2016 2012

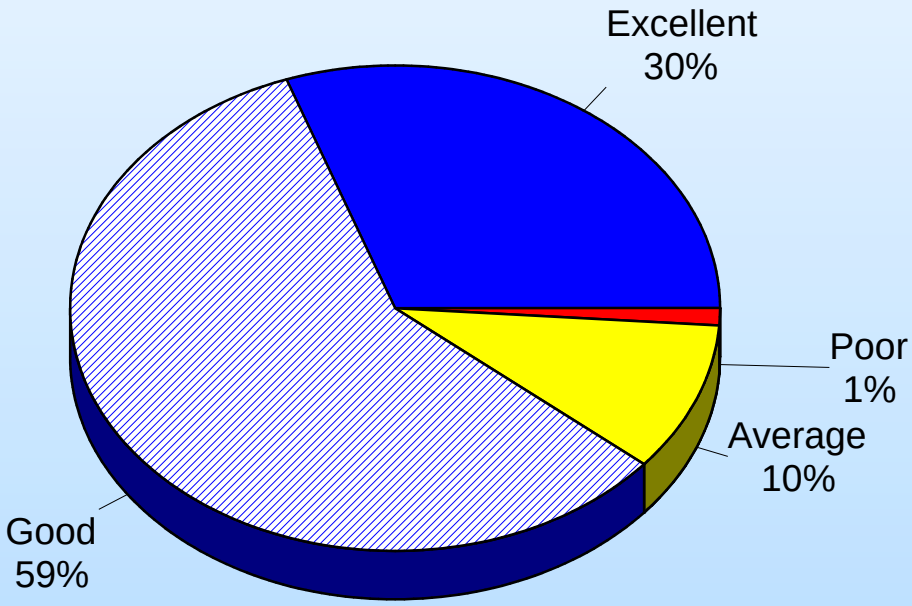
TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

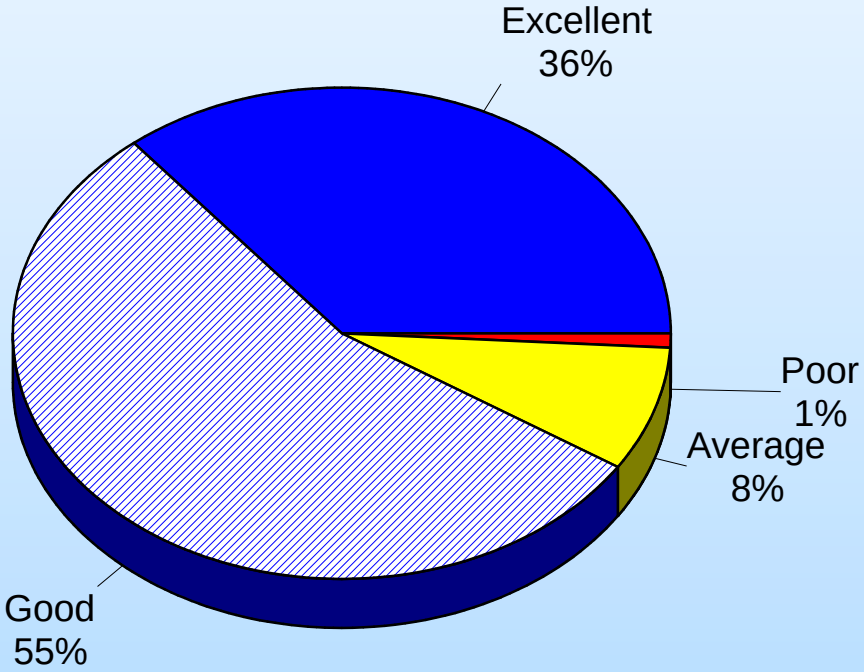
Overall Ratings of the Quality of Chapel Hill Transit

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

2016



2012



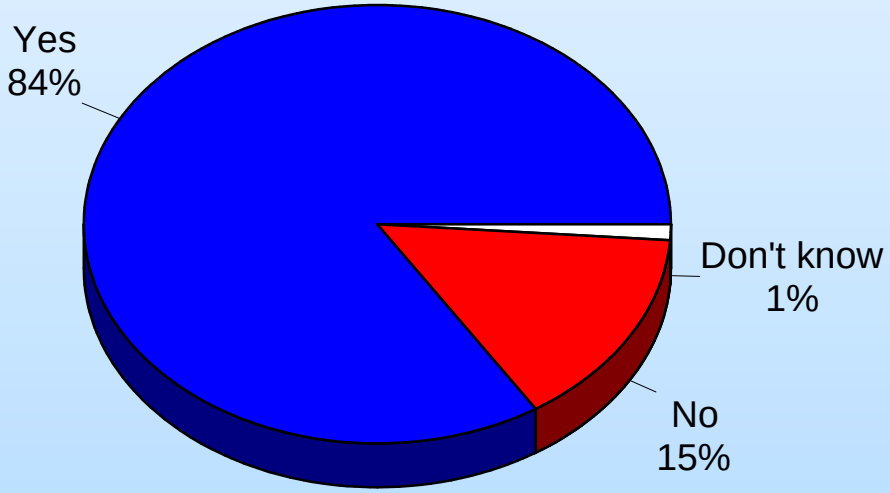
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

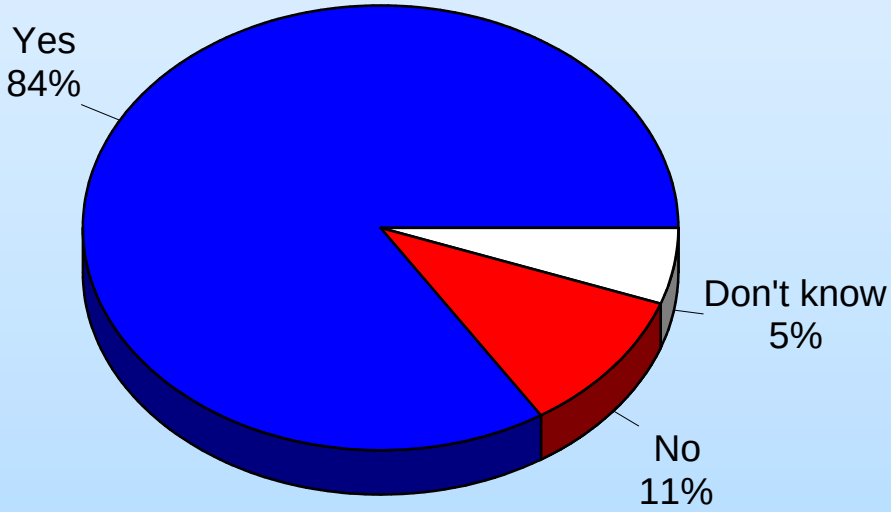
Do you think you will still be using CHT a year from now?

by percentage of the riders surveyed

2016



2012

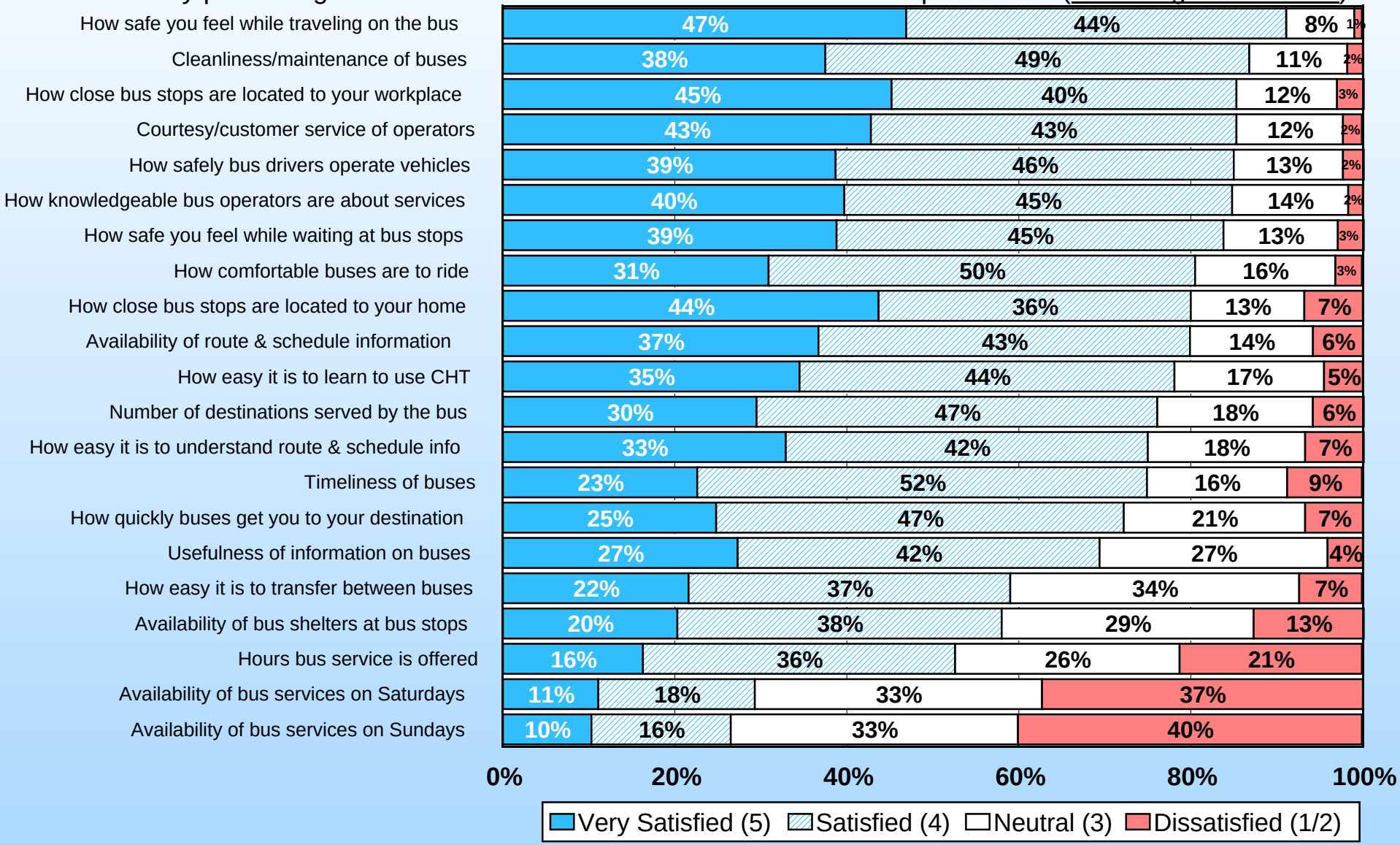


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

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

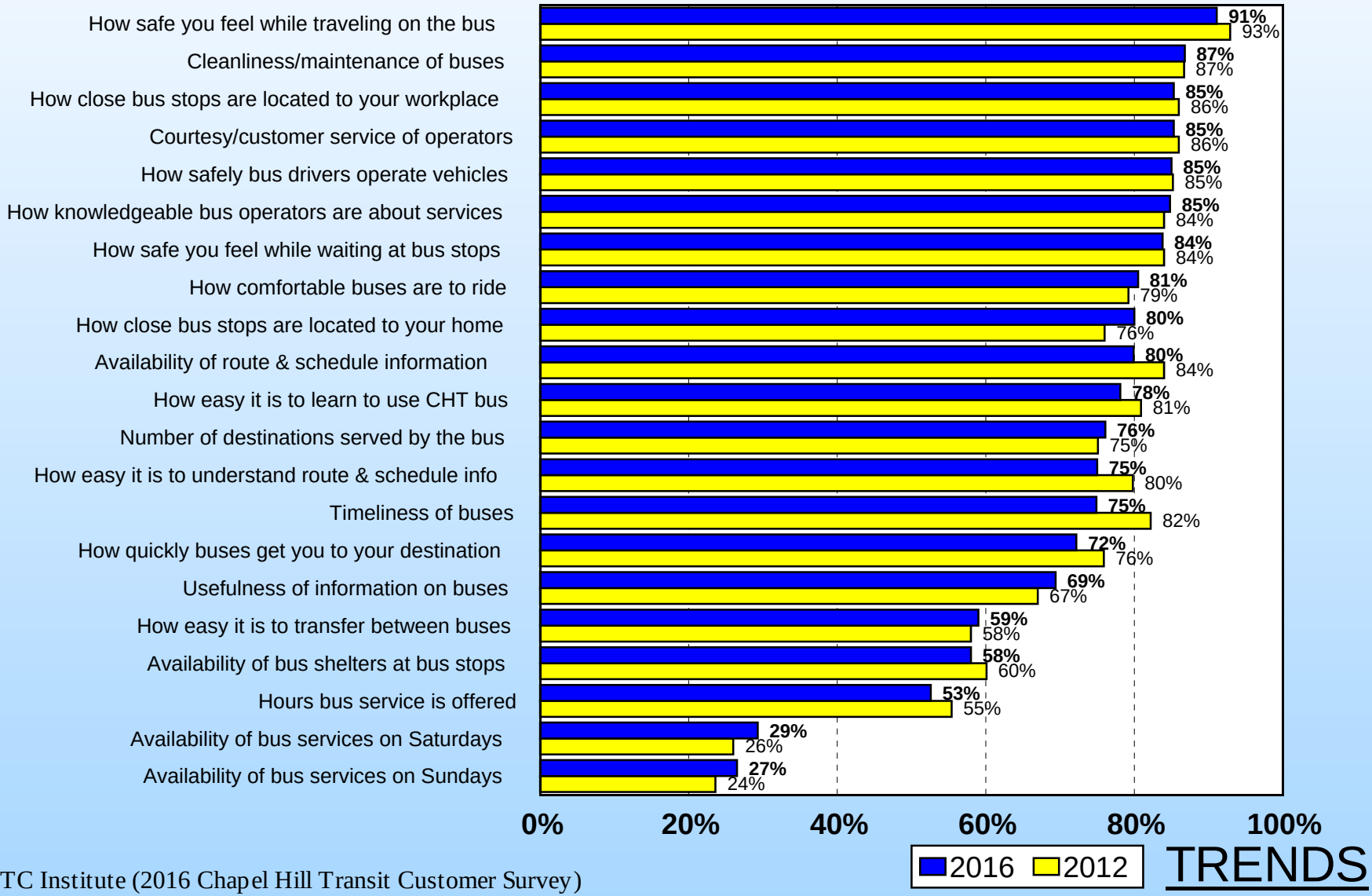
by percentage of riders who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016 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 on a 5-point scale (excluding don't knows)



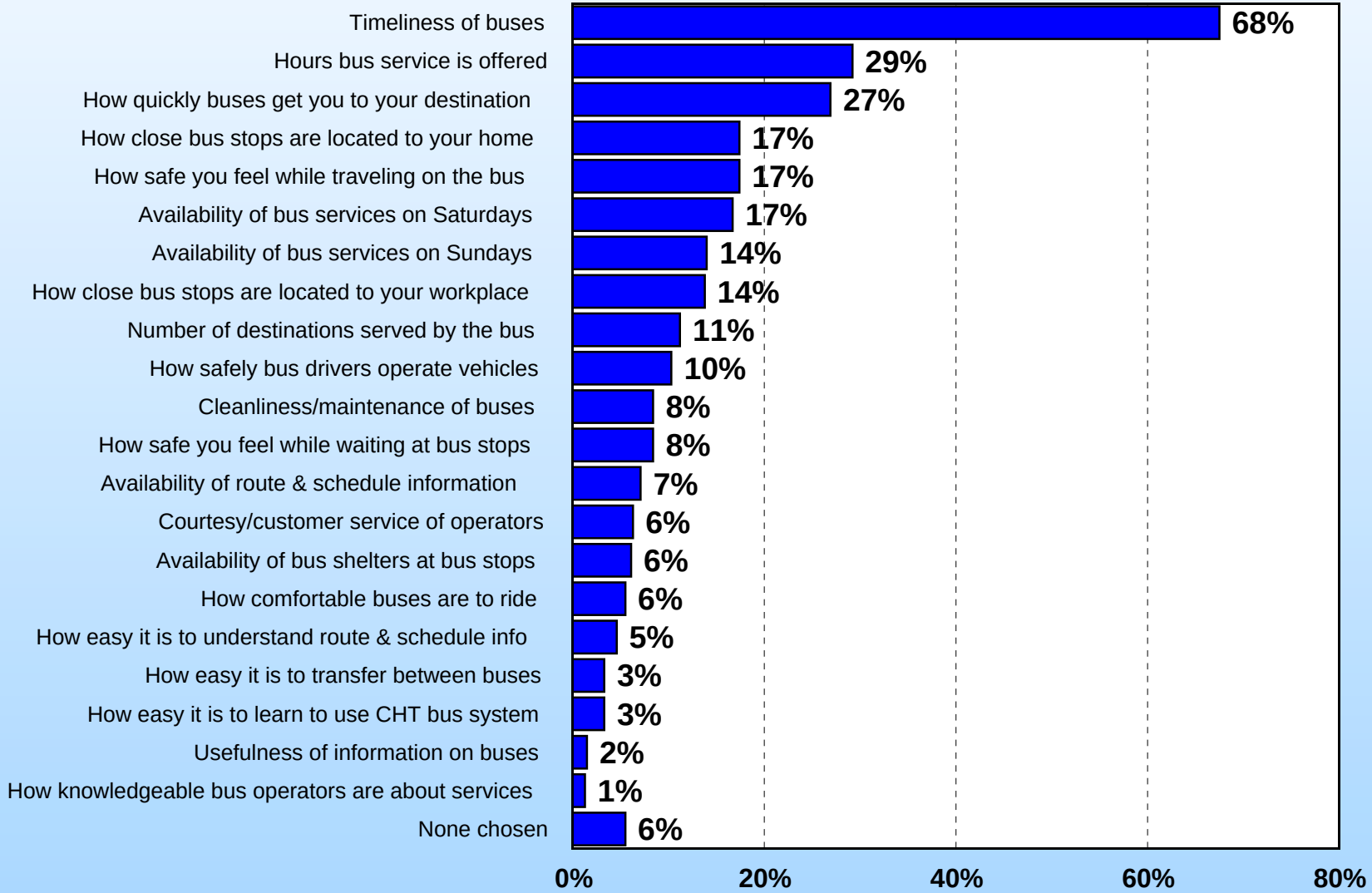
TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Chapel Hill Transit Services Residents Think Are Most Important:

Riders on Both Express and Local Routes

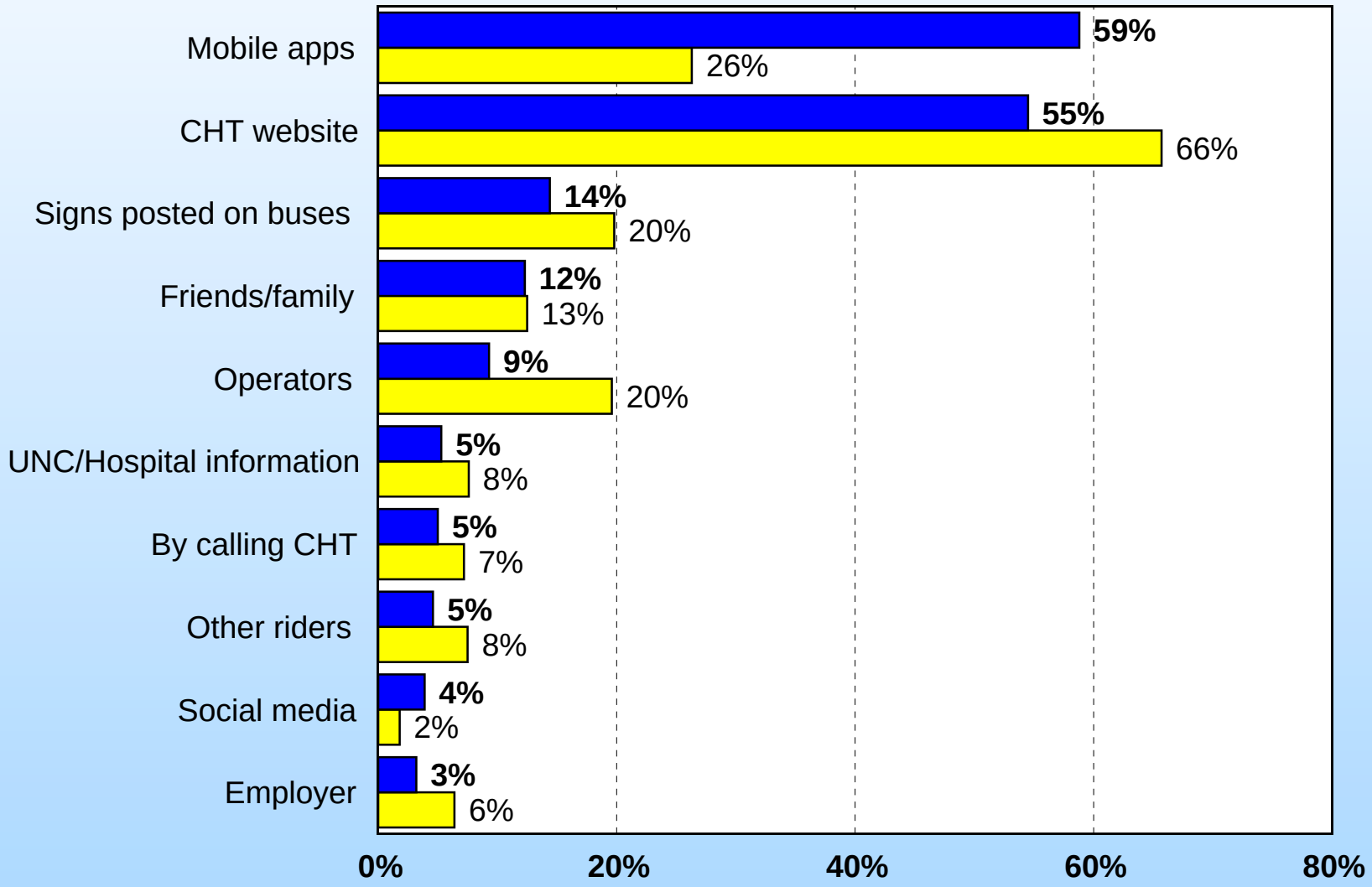
by percentage of riders who selected the item as one of their top three choices



Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

How Riders Typically Get Information About CHT Services

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

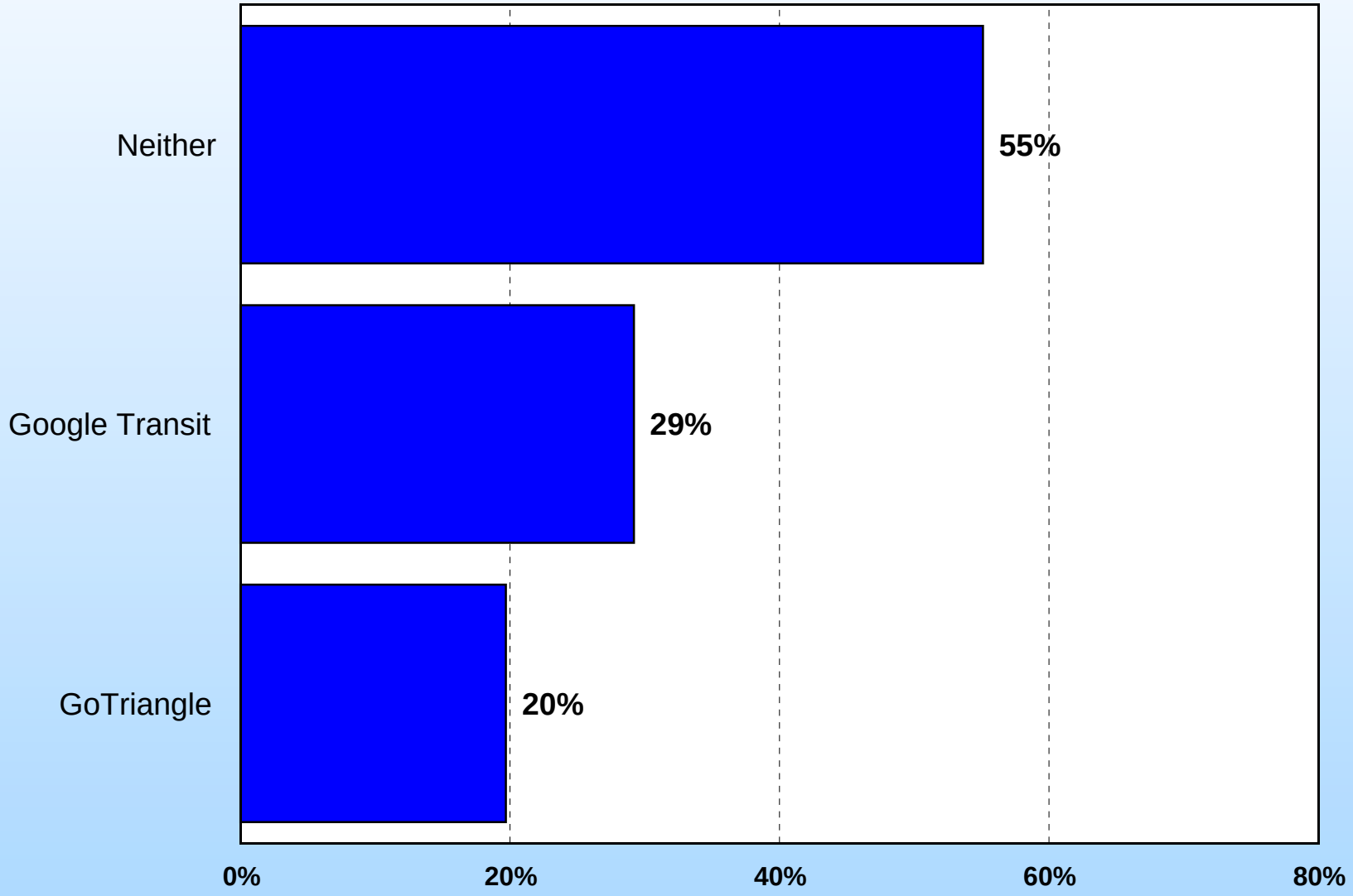


TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Trip Planners Riders Use

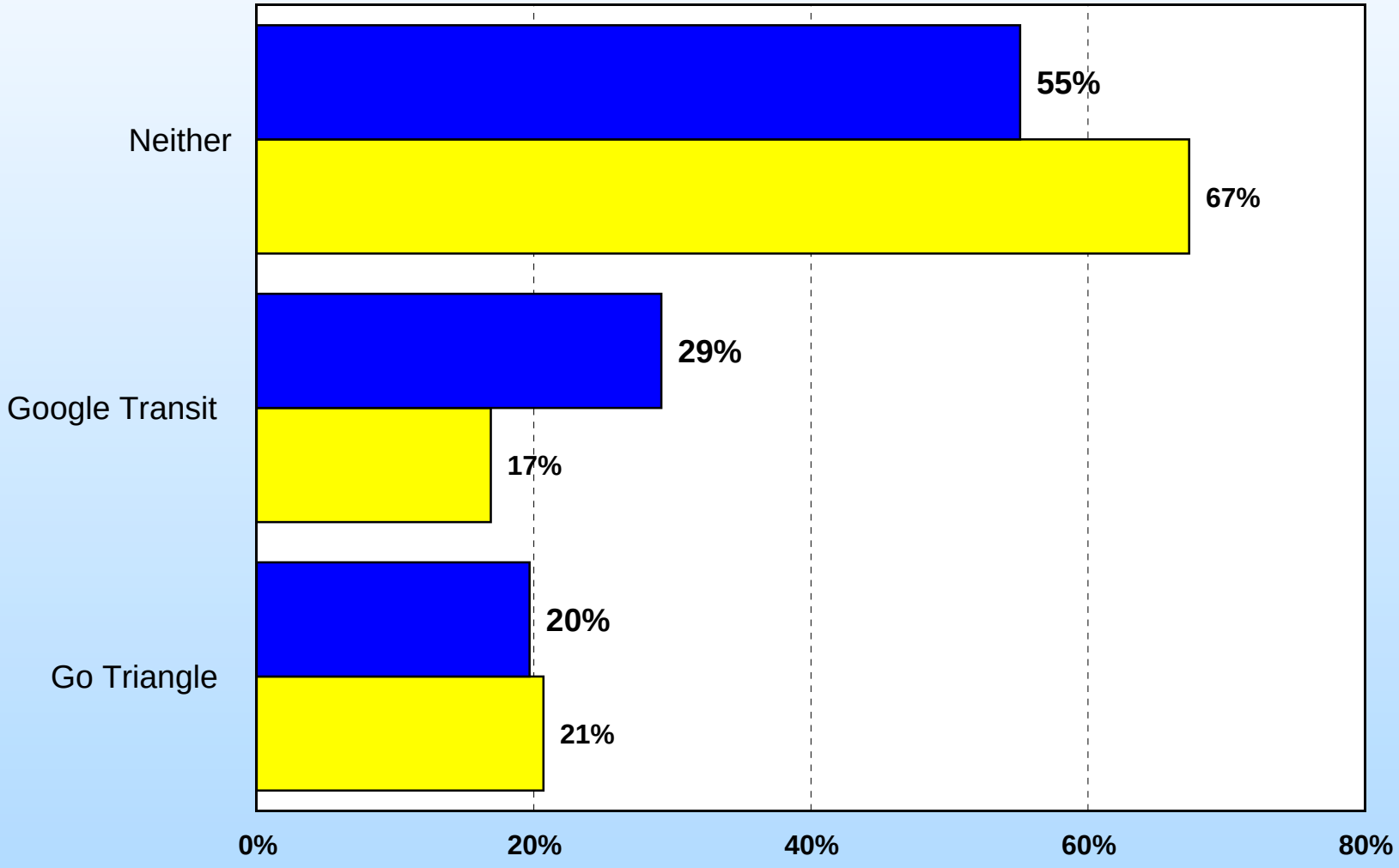
by percentage of the riders surveyed



Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Trip Planners Riders Use

by percentage of respondents surveyed



2016 2012

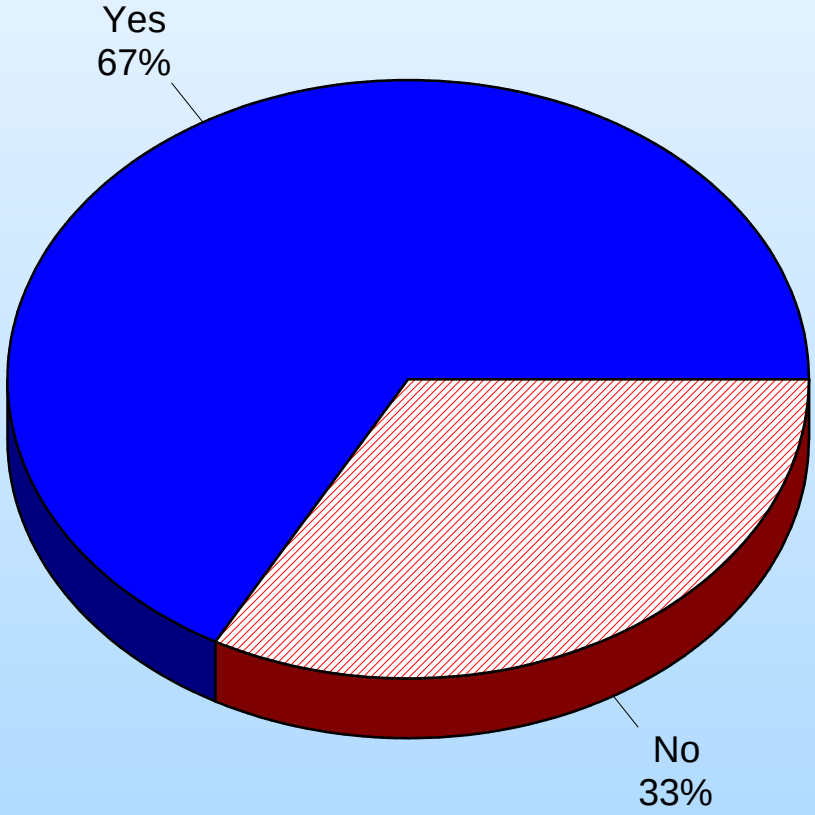
TRENDS

Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

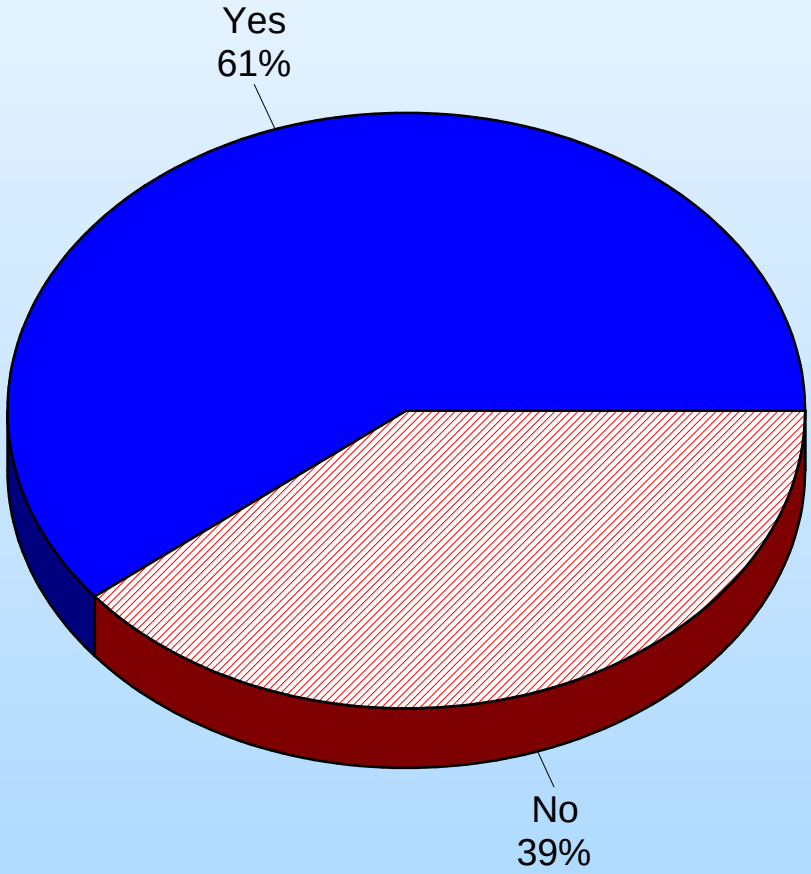
Do you use CHT's NextBus?

by percentage of the riders surveyed

2016



2012



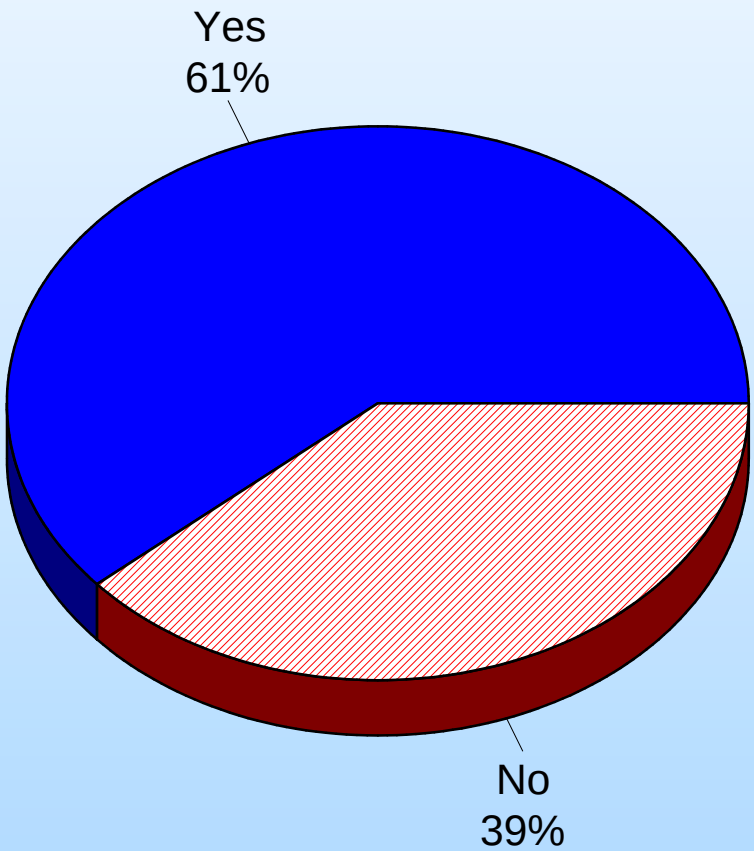
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

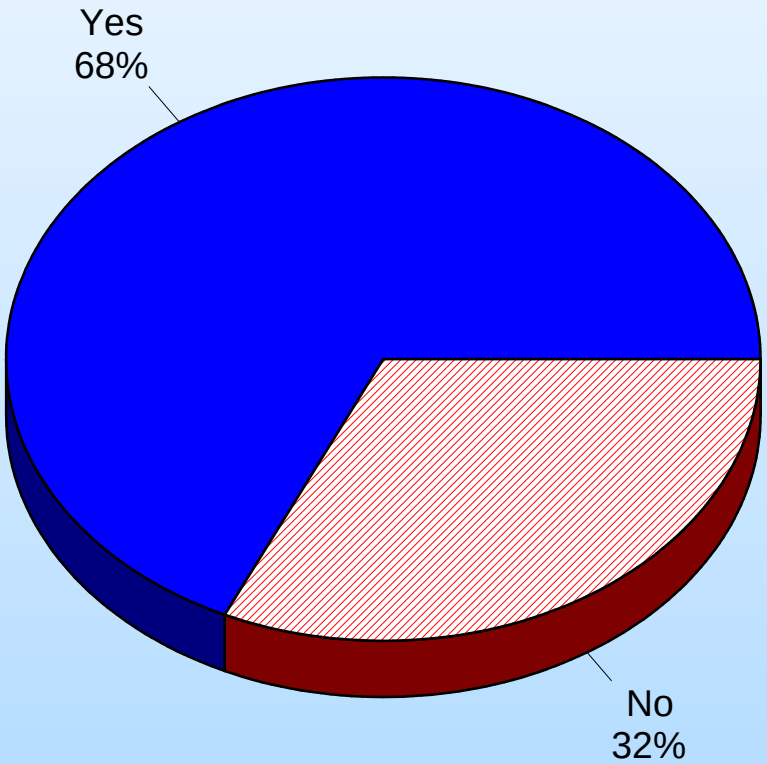
Do you use CHT's NextBus?

by percentage of the riders surveyed

Express



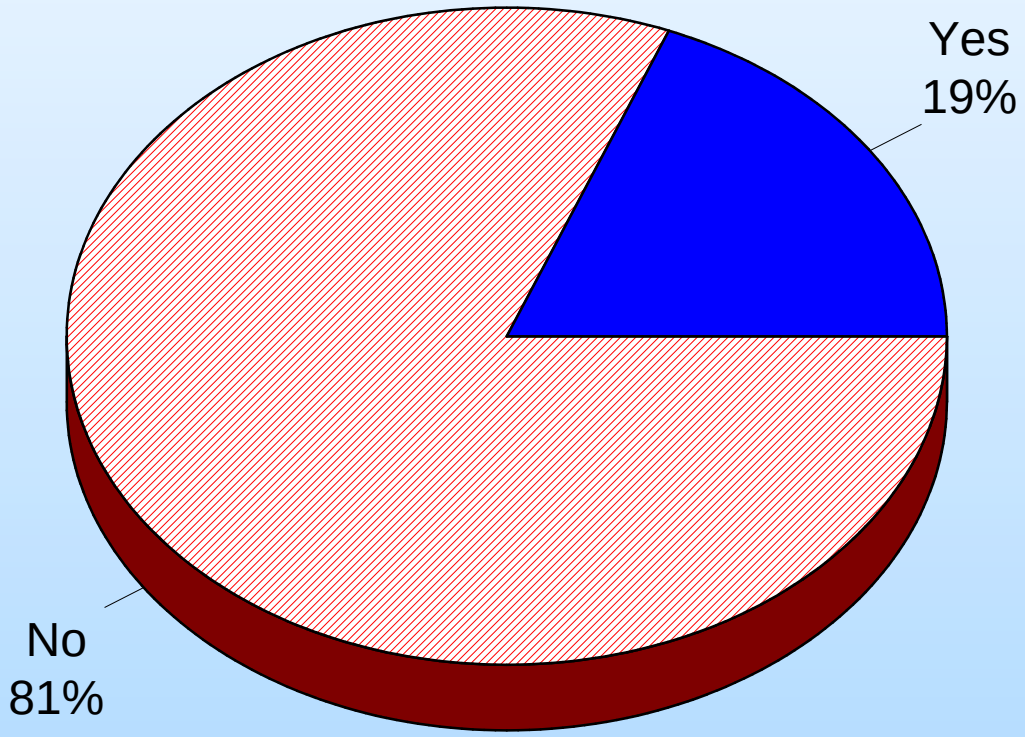
Local



Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Would you like to receive email alerts about CHT services?

by percentage of the riders surveyed



Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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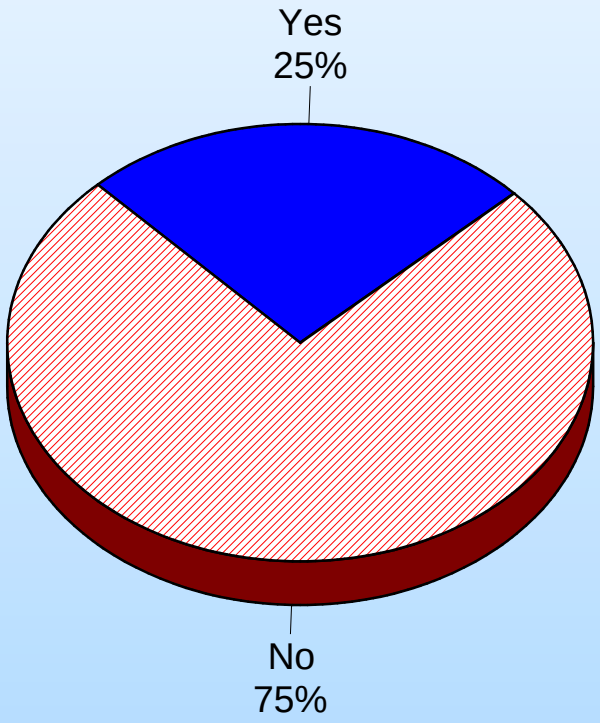
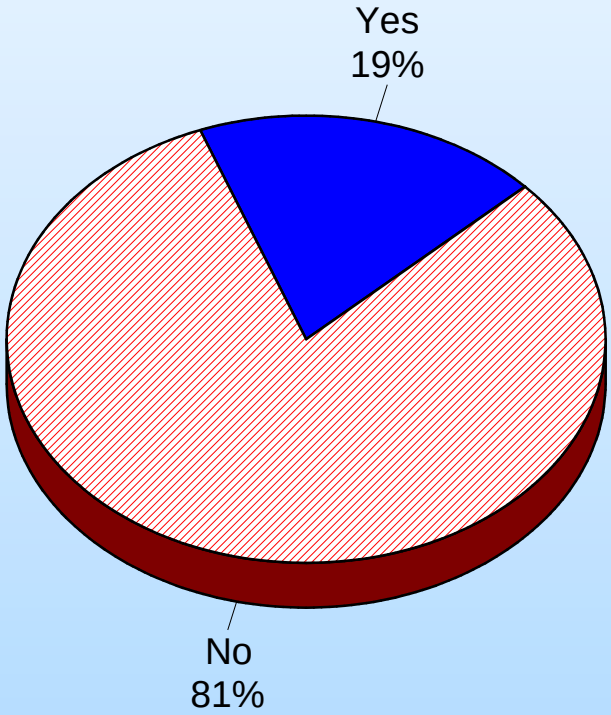
by percentage of the riders surveyed

Express



Local

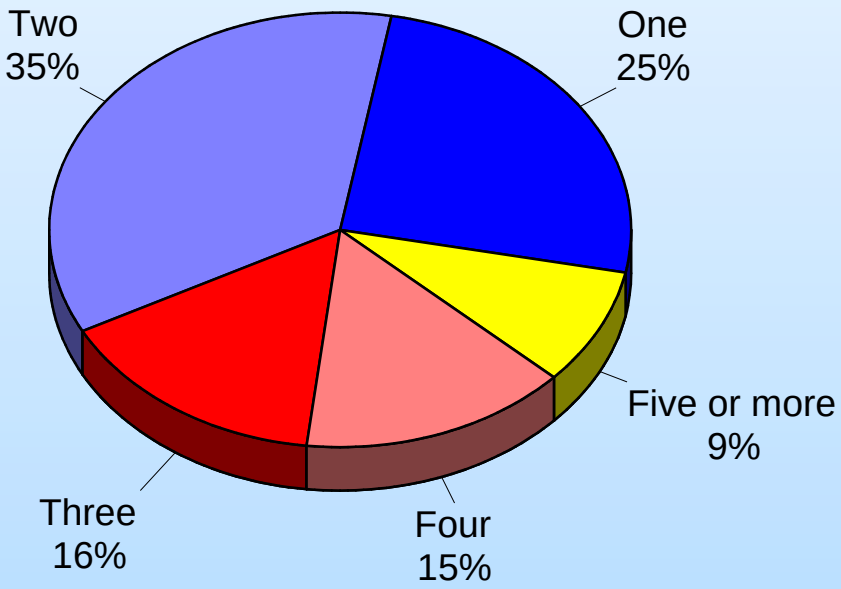


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

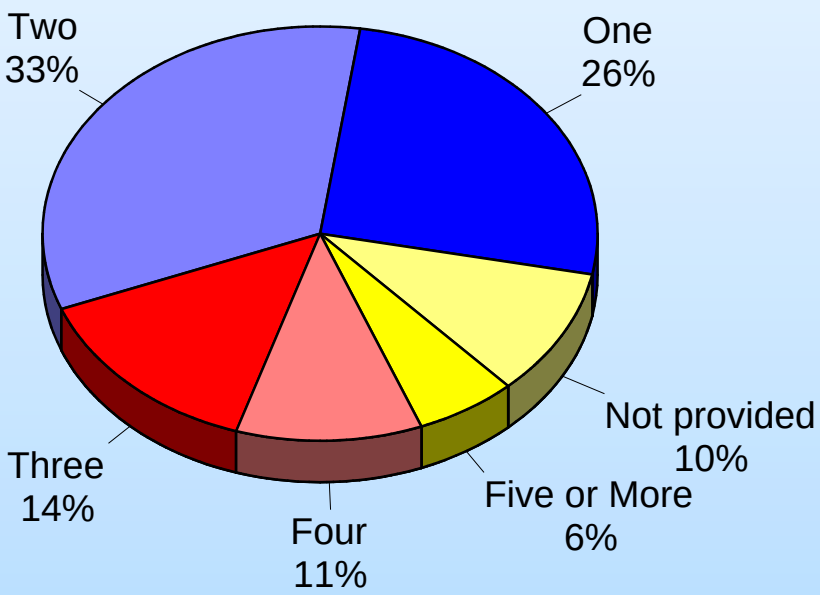
Number of People Living in the Household

by percentage of the riders surveyed

2016



2012



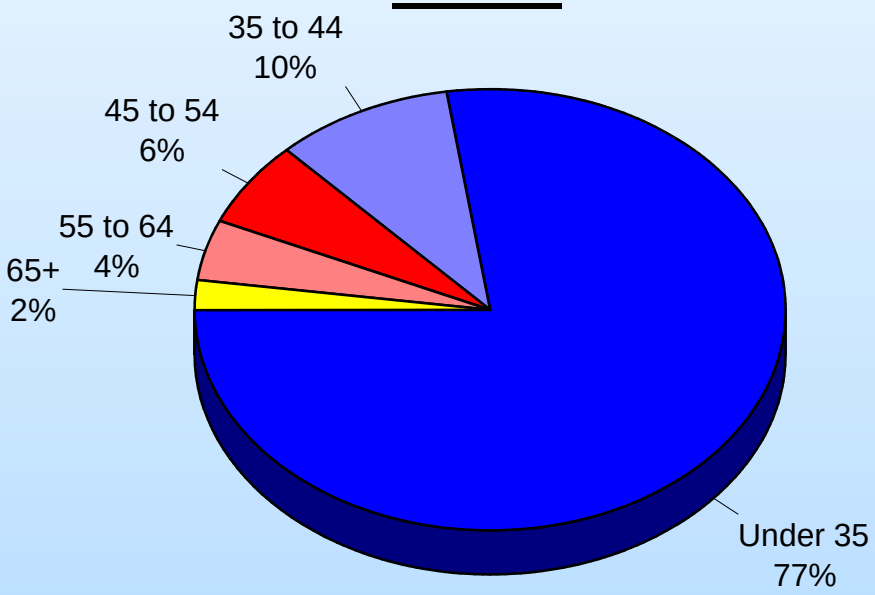
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

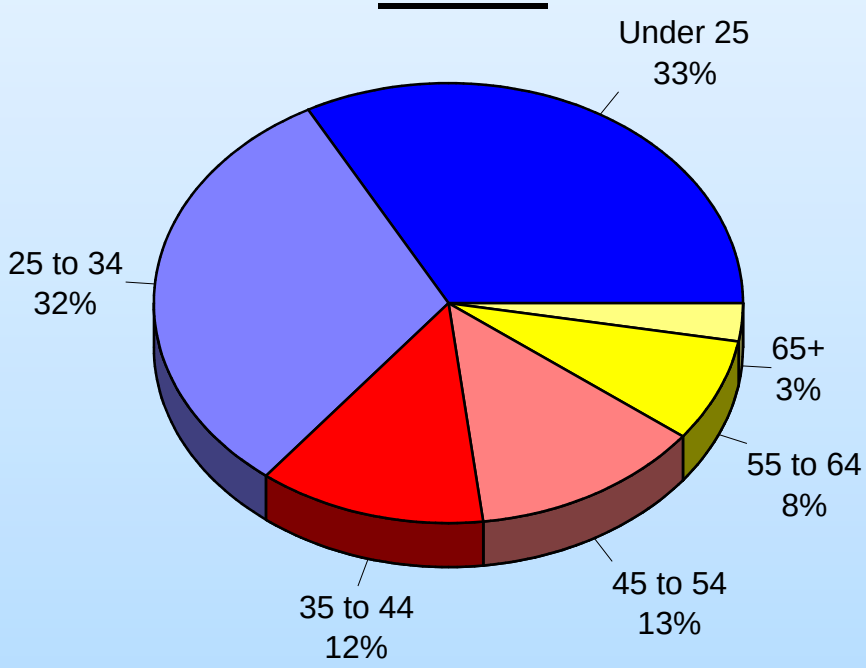
Age of Riders

by percentage of the riders surveyed

2016



2012



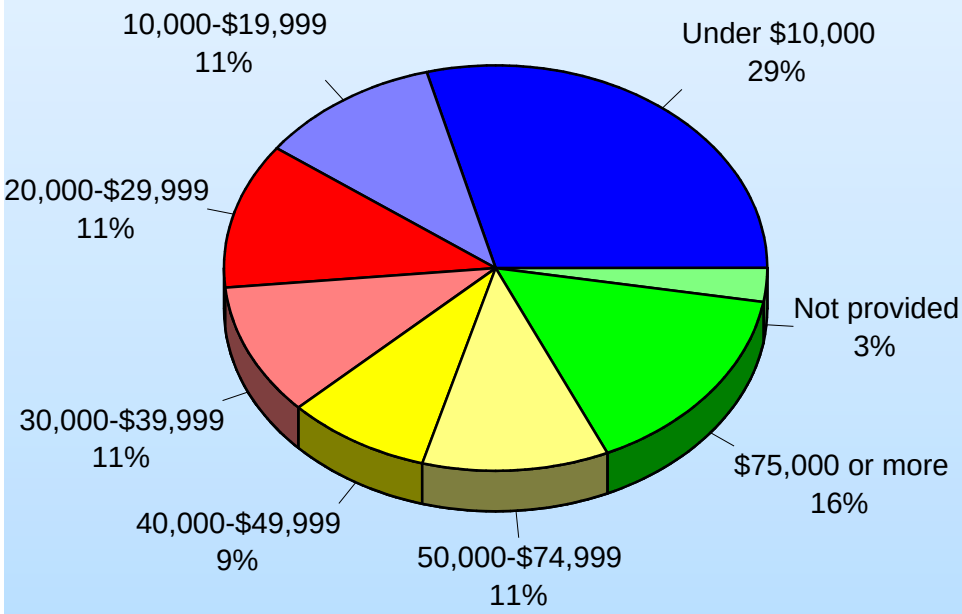
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

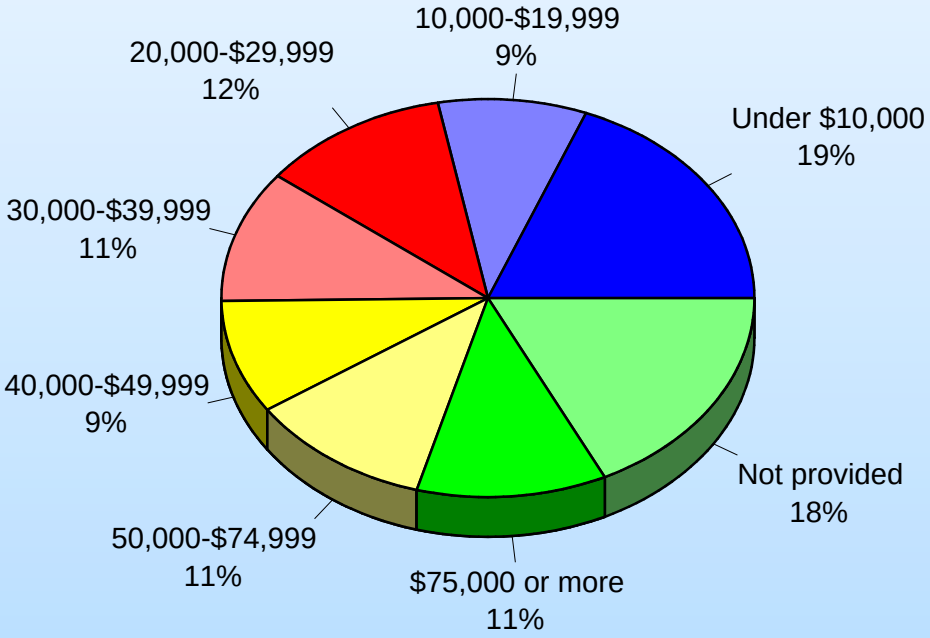
Total Annual Household Income

by percentage of the riders surveyed

2016



2012

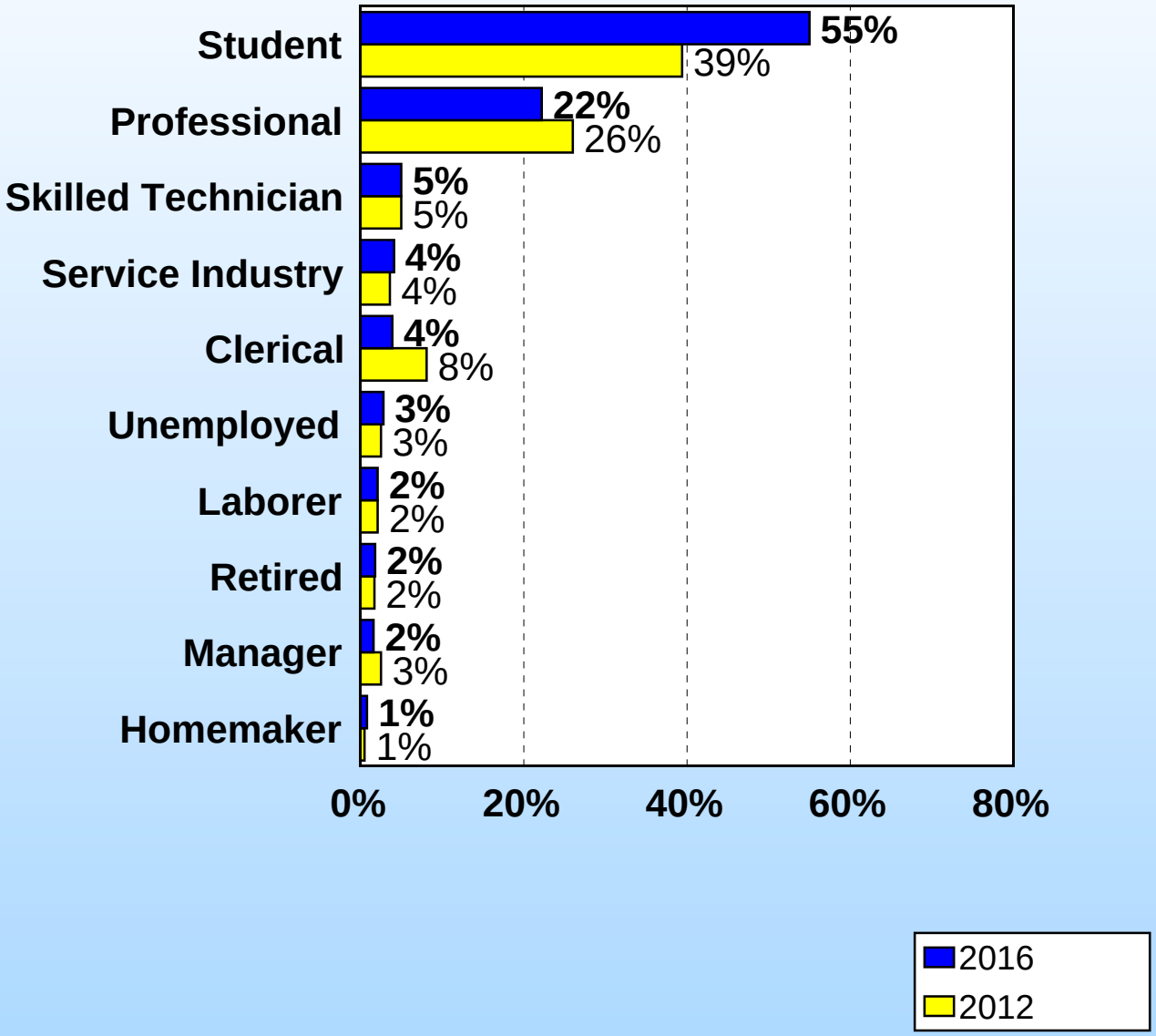


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

Occupation of Riders

by percentage of the riders surveyed

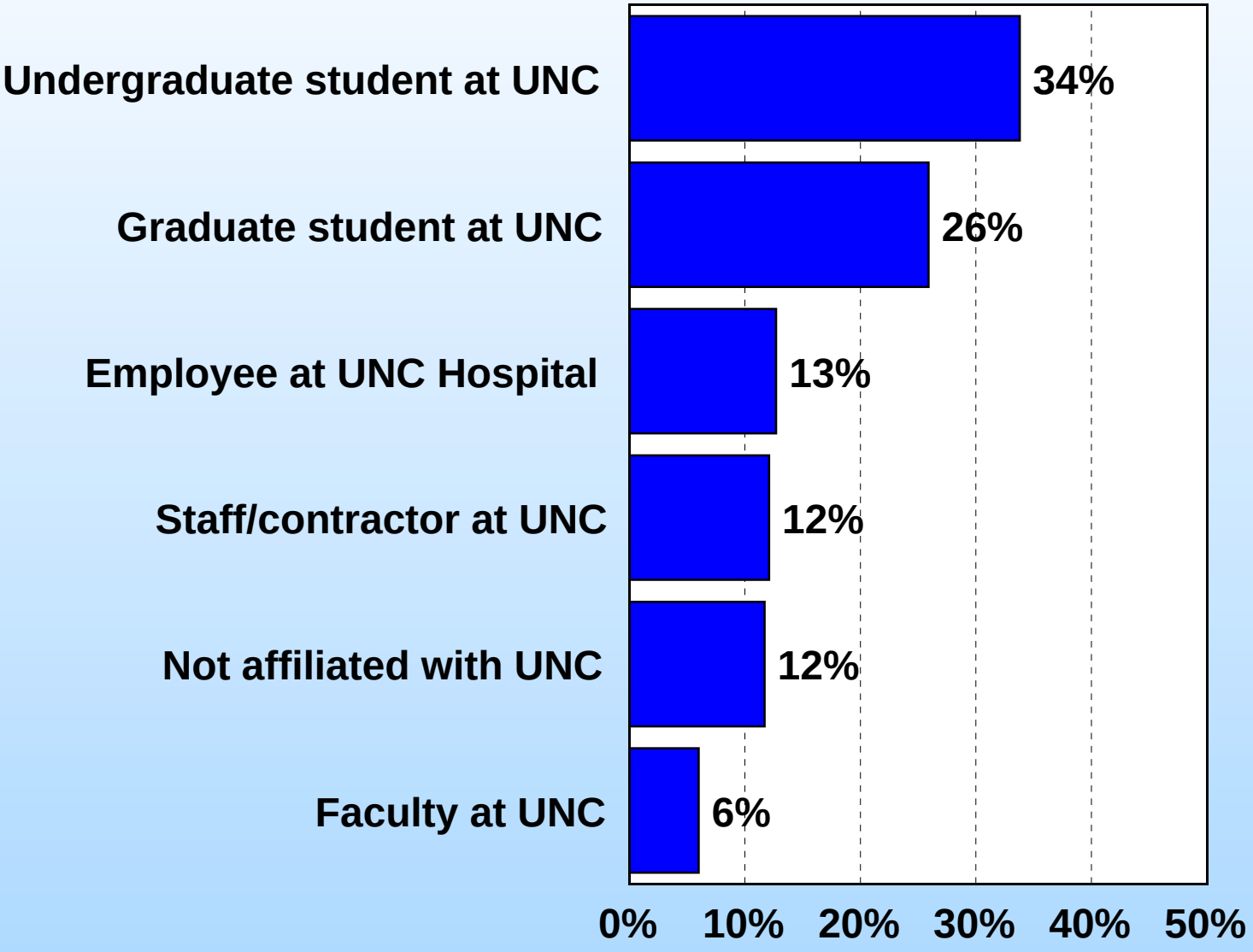


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

TRENDS

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

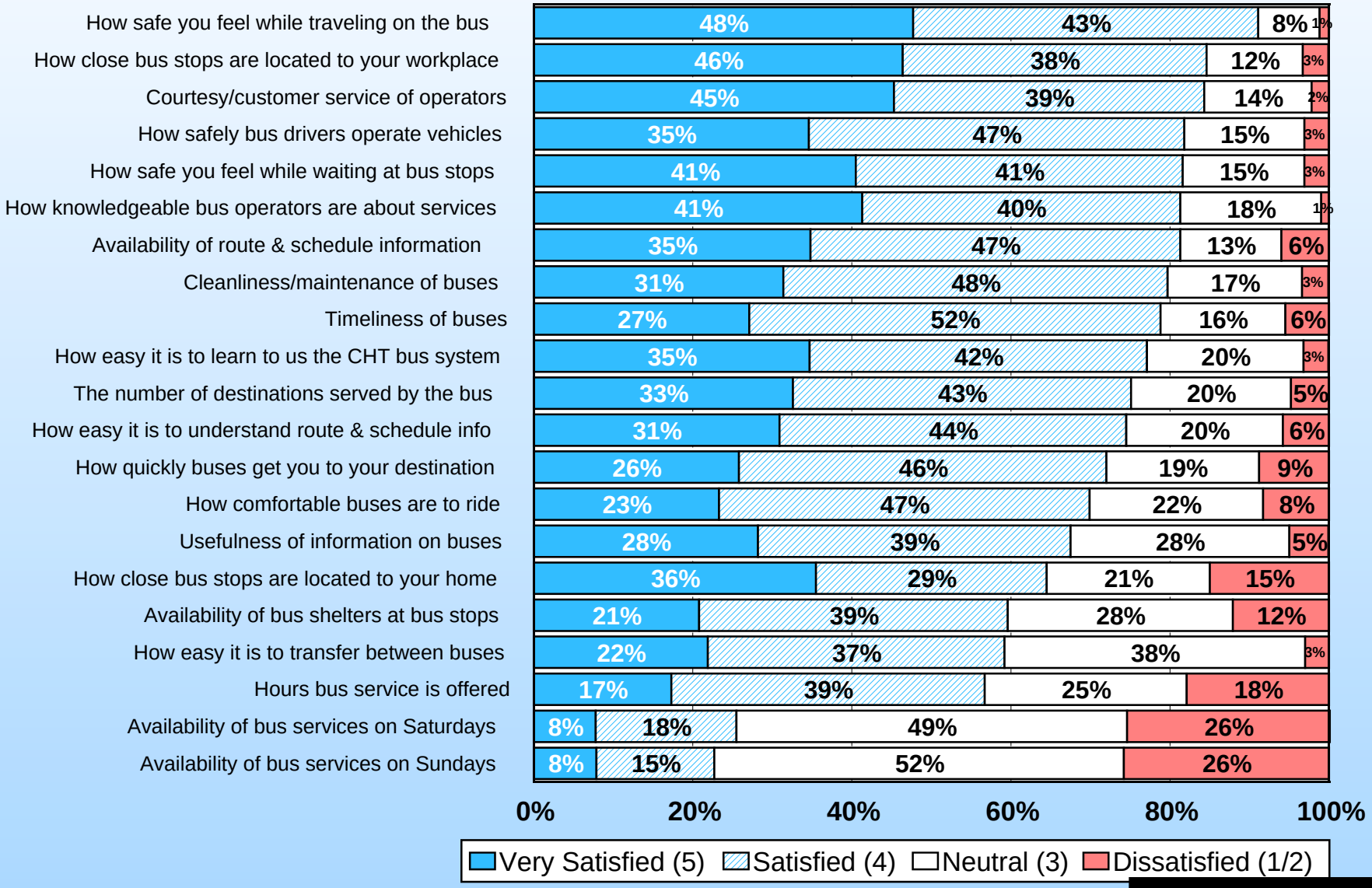


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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)



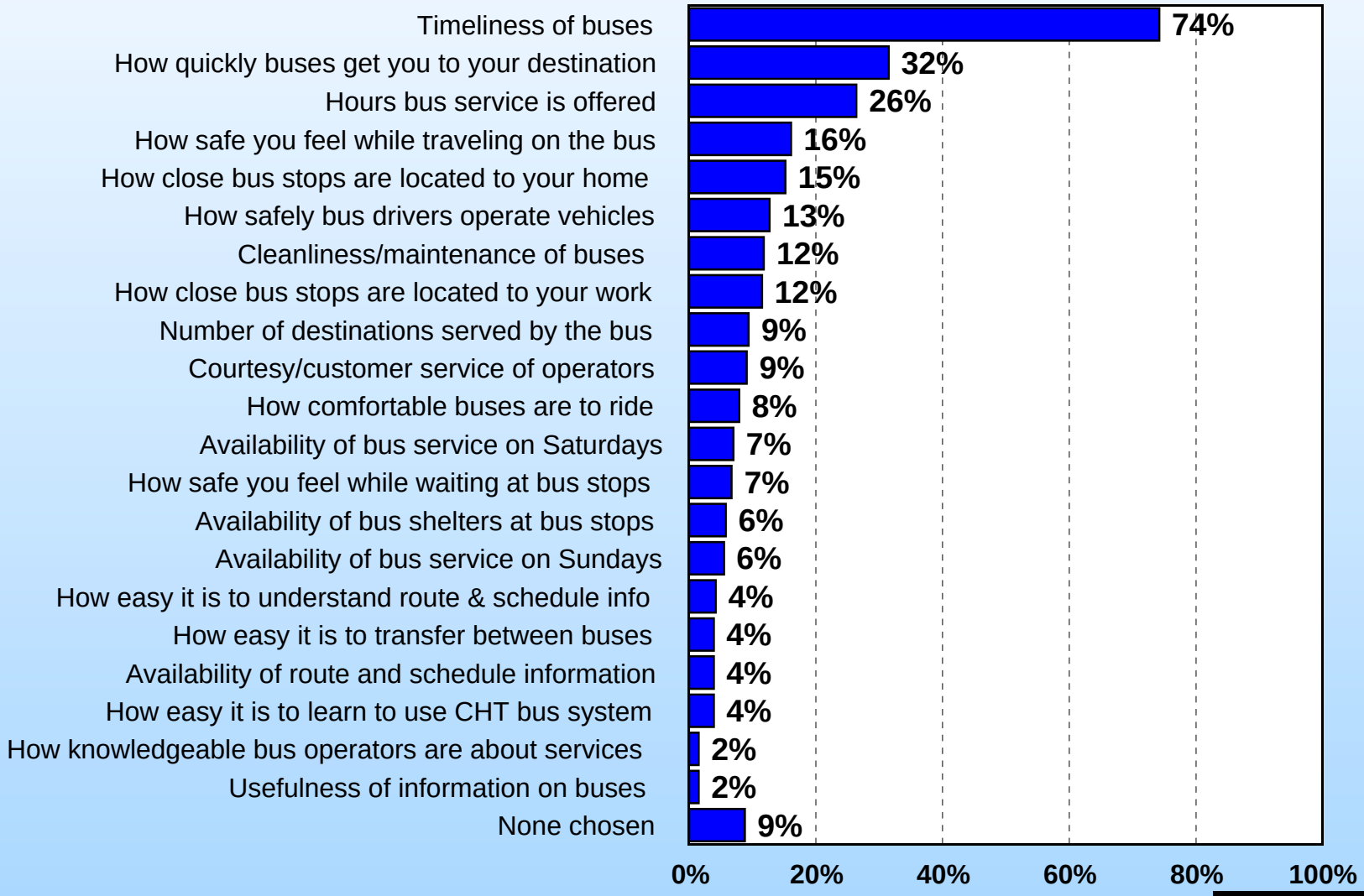
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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

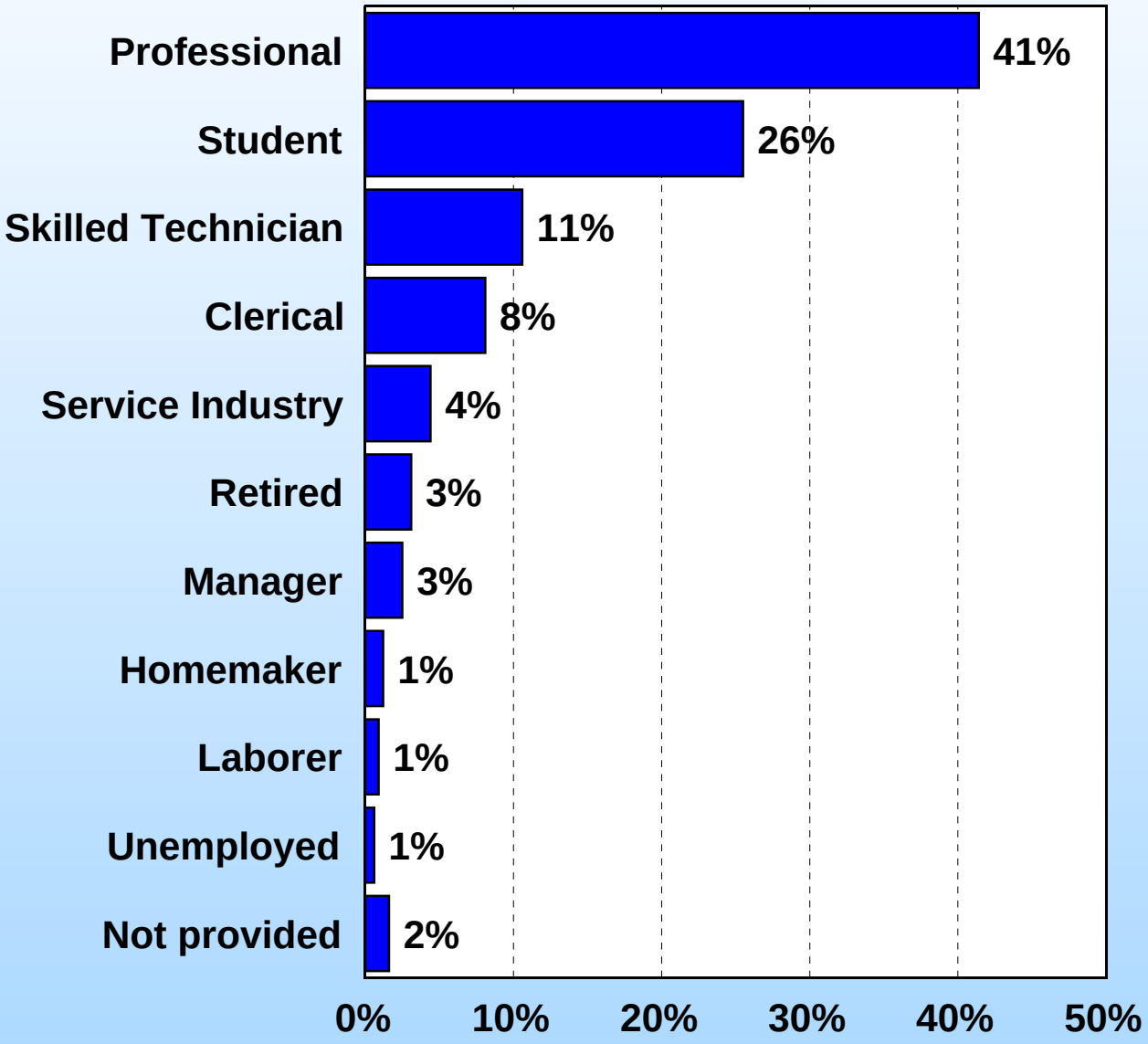


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Express Routes

Occupation of Riders

by percentage of the riders surveyed

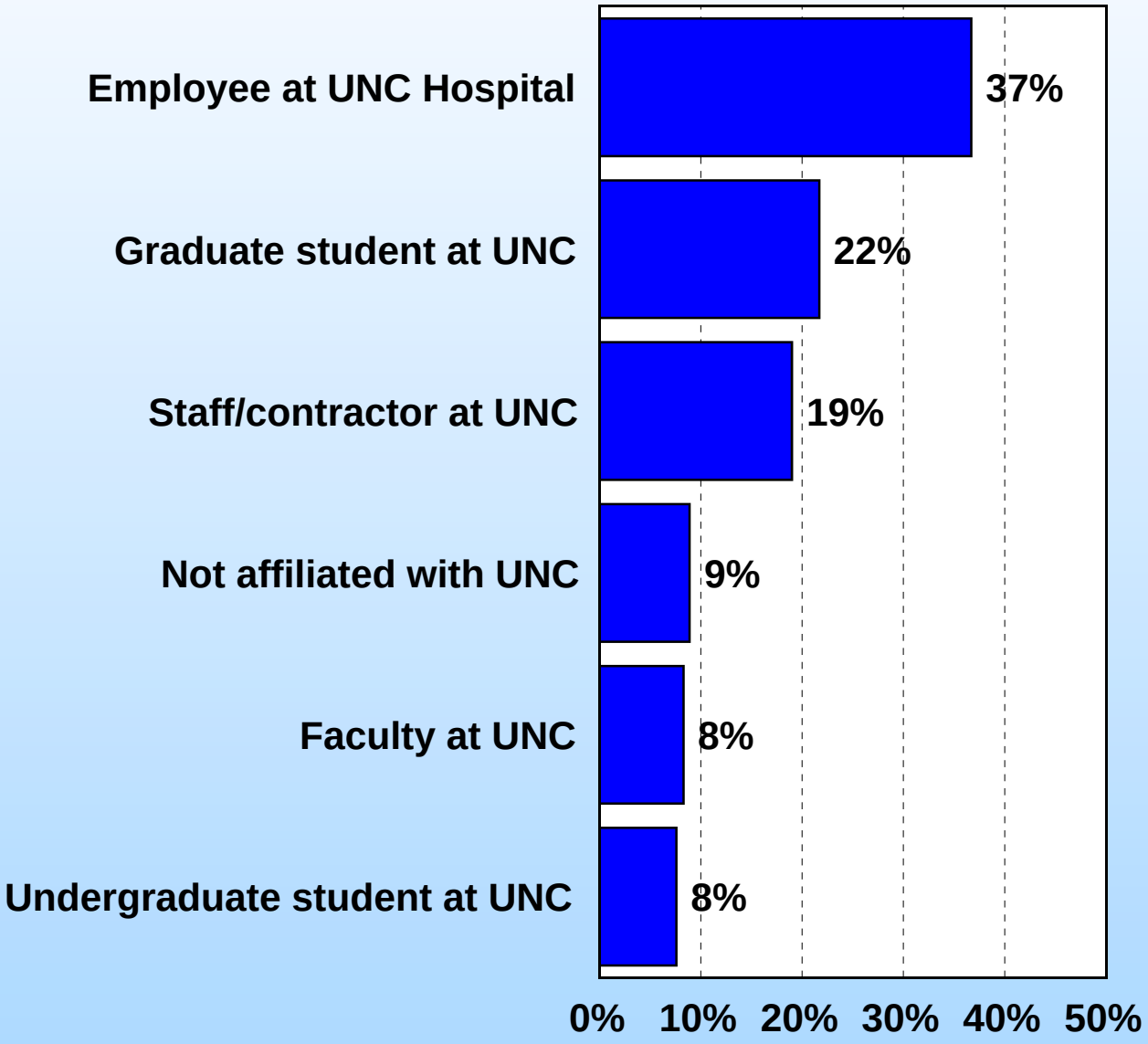


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Express Routes

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

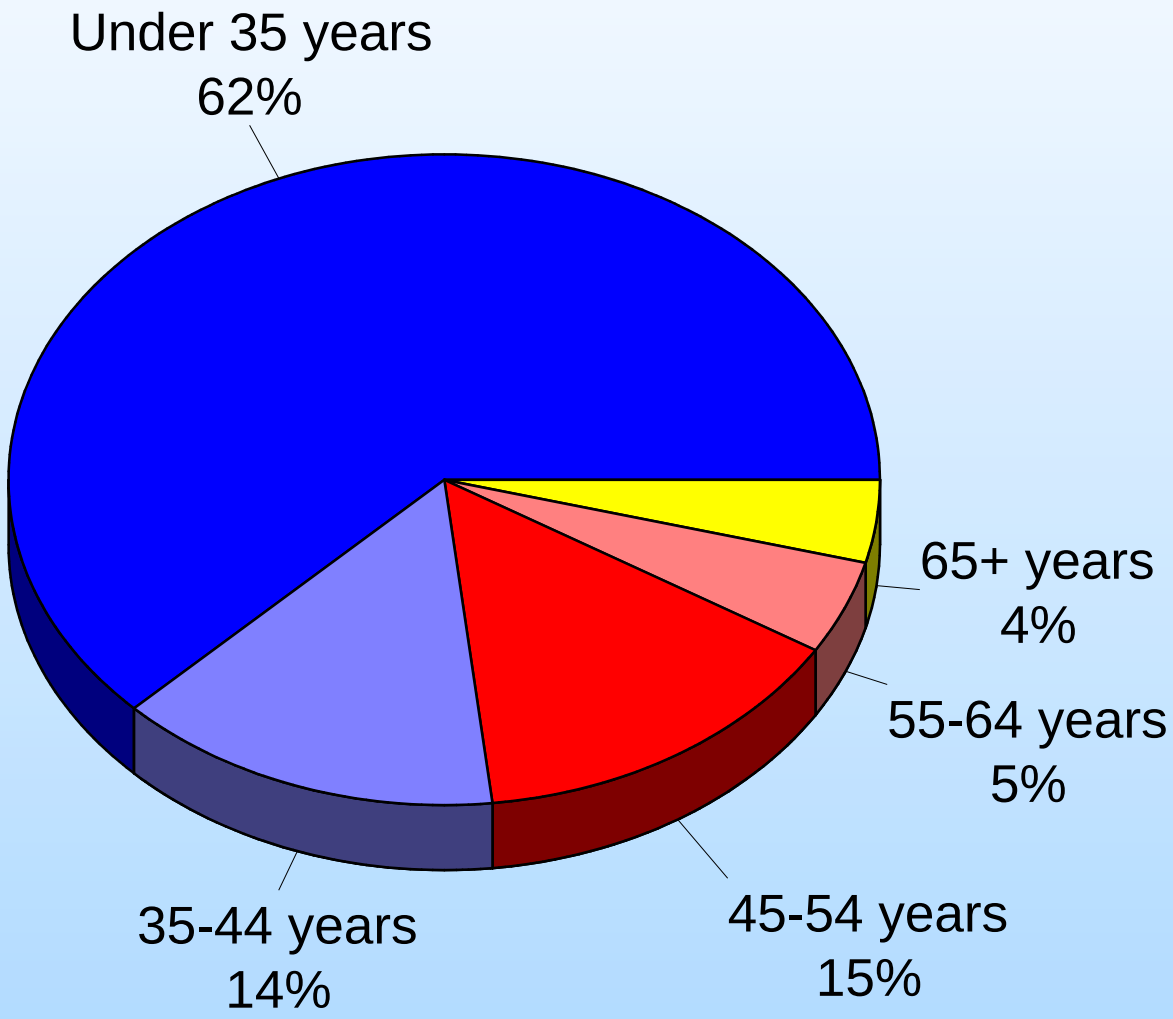


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Express Routes

Age of Riders

by percentage of the riders surveyed

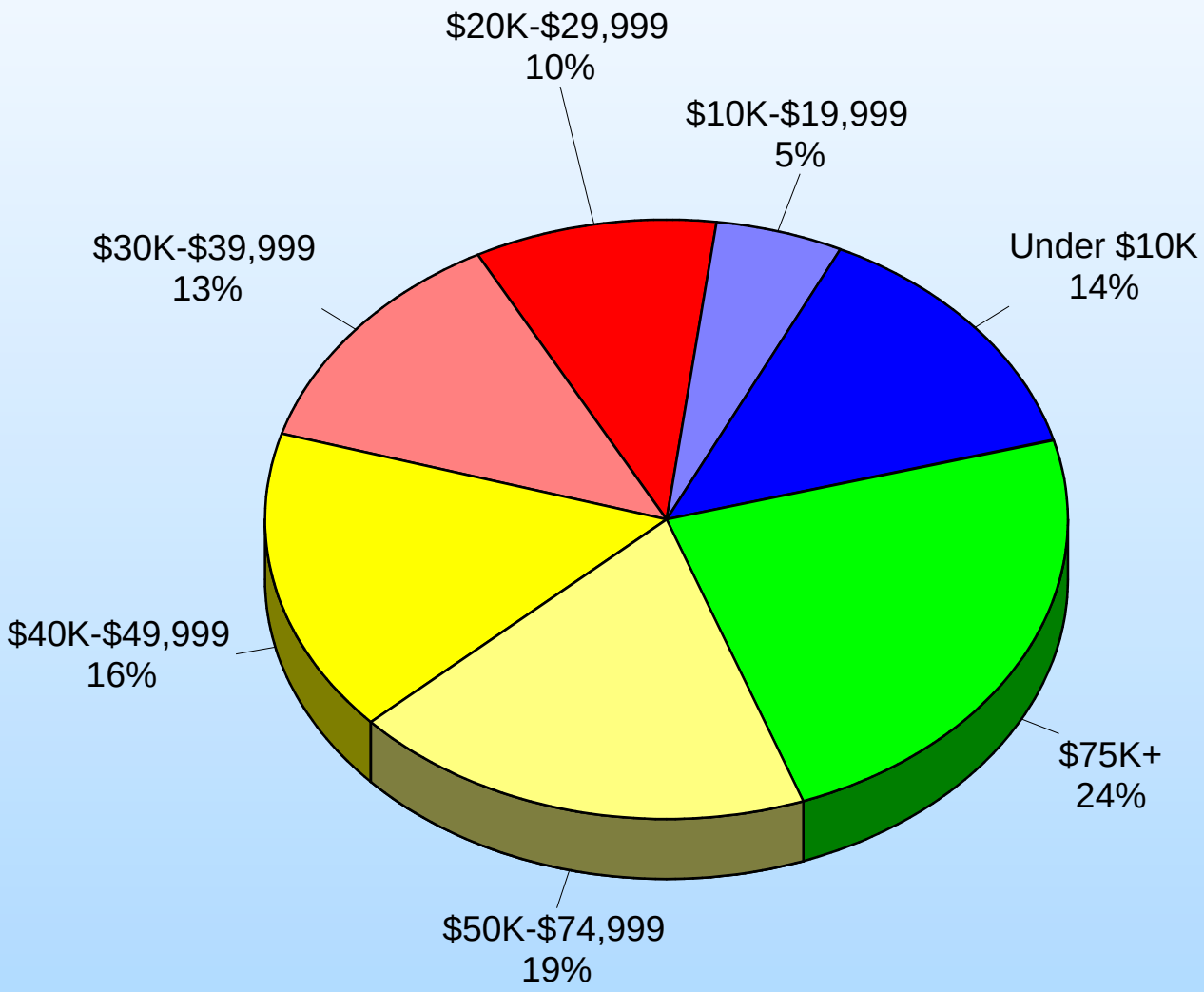


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Express Routes

Total Annual Household Income

by percentage of the riders surveyed



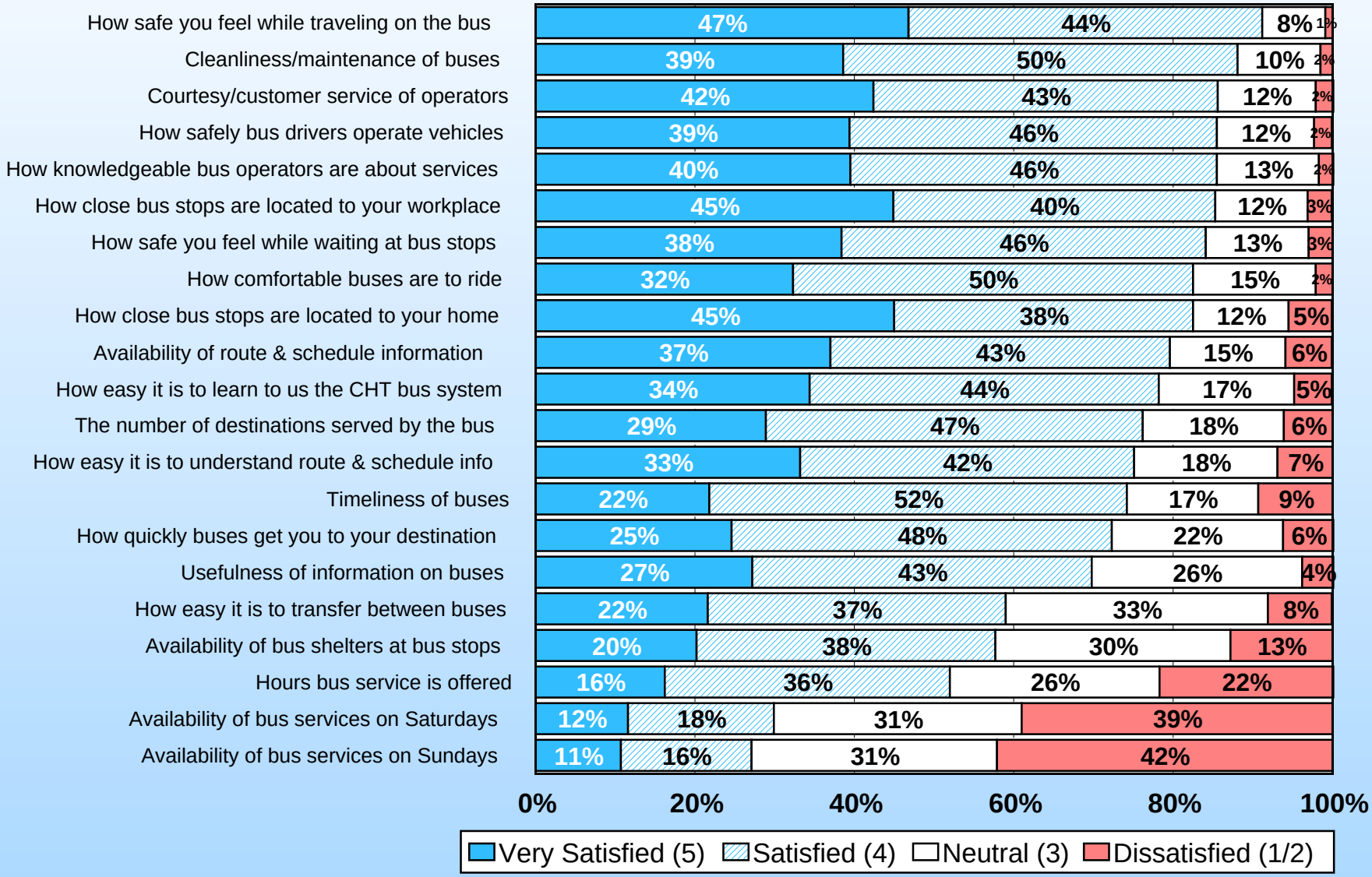
Source: ETC Institute (2012 Chapel Hill Transit Customer Survey)

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)



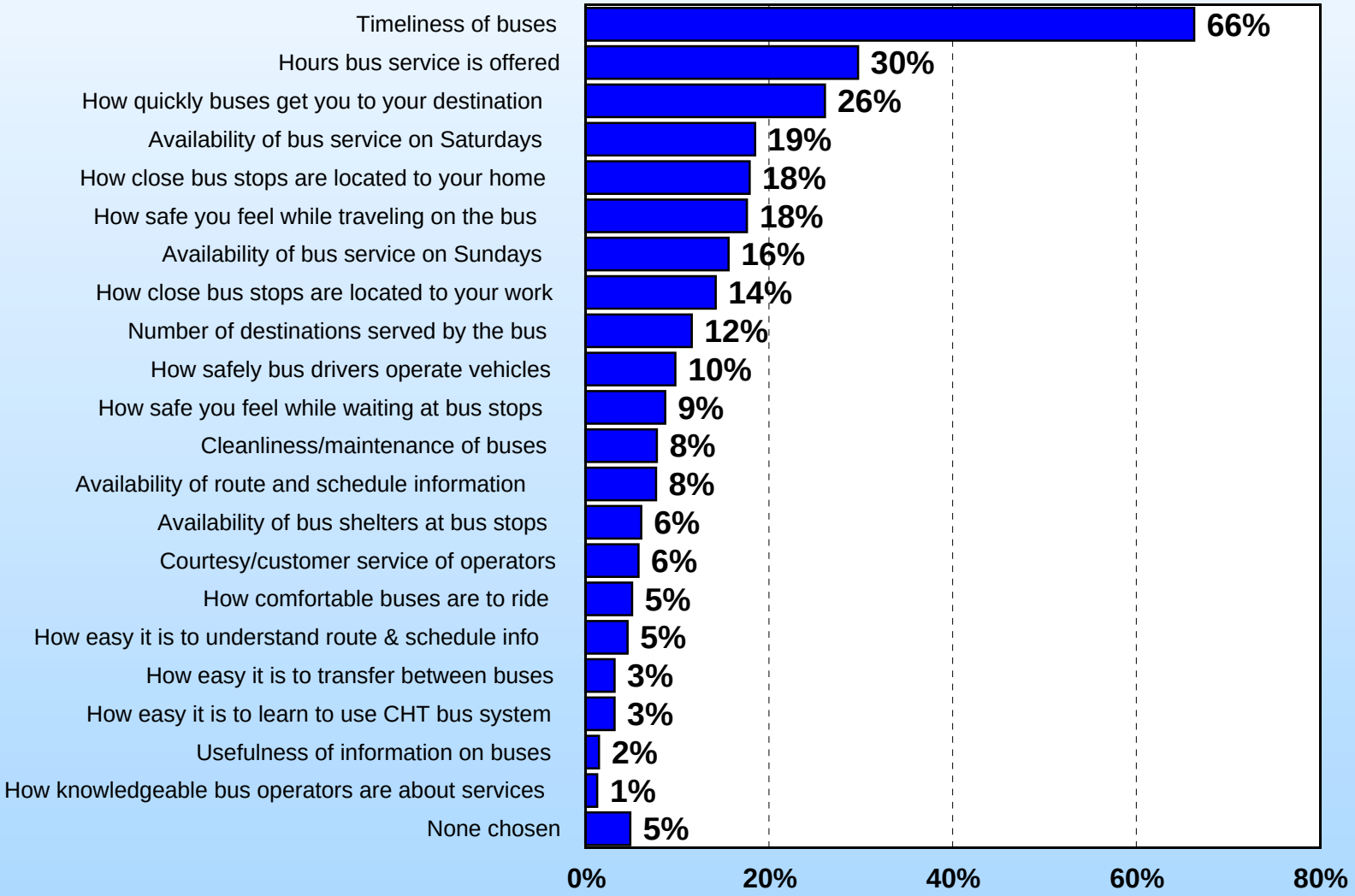
Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

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

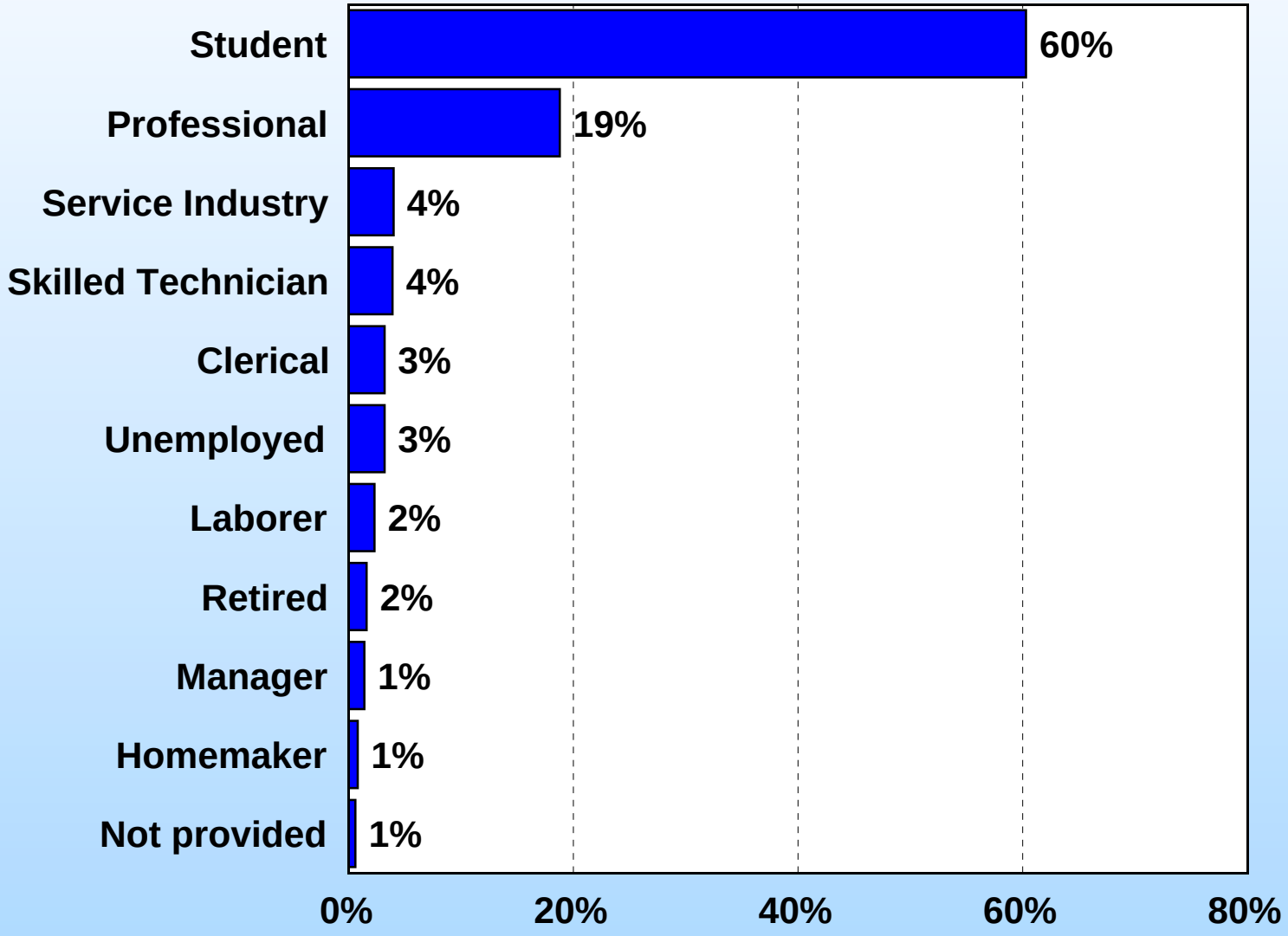


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Local Routes

Occupation of Riders

by percentage of the riders surveyed

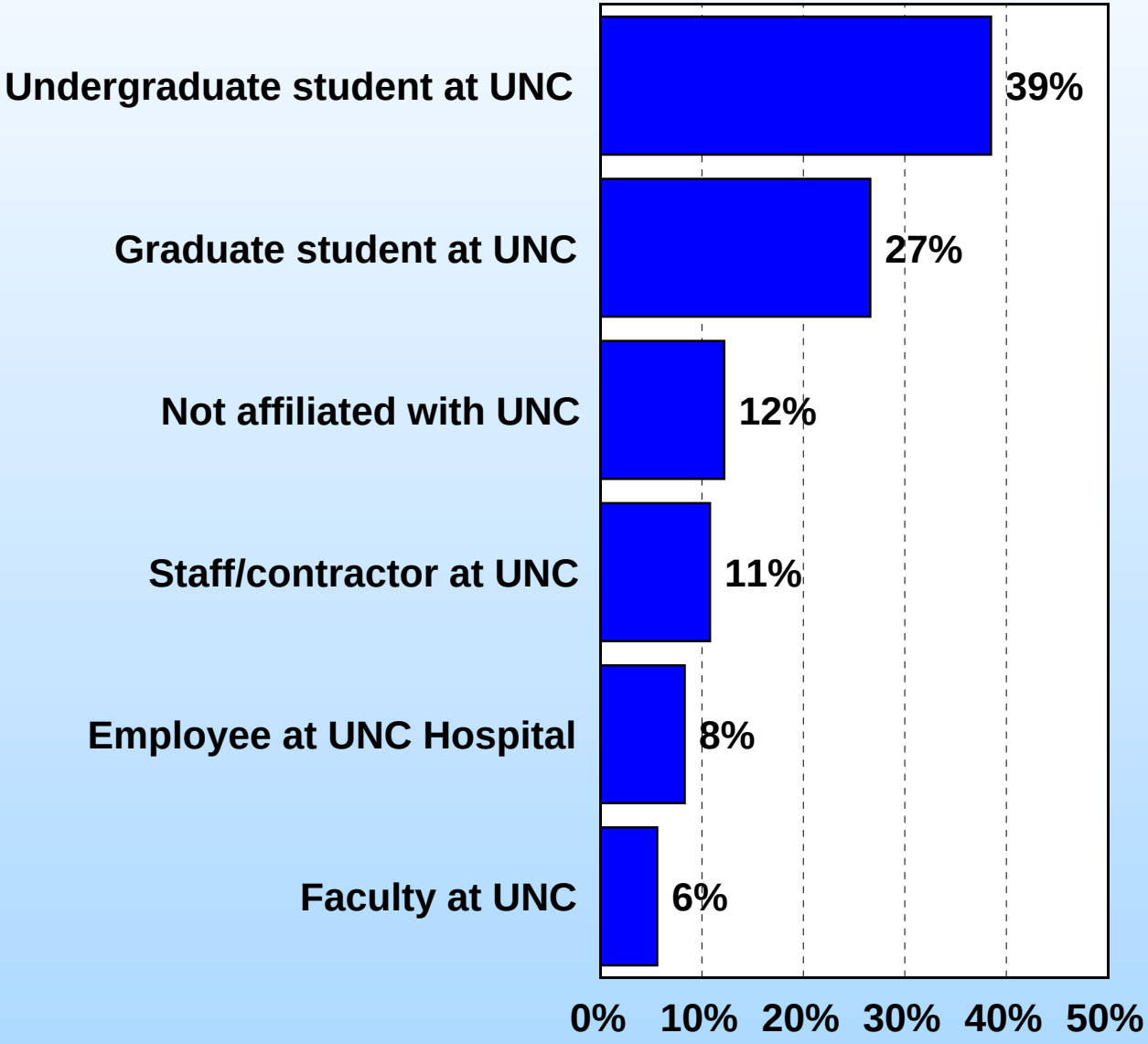


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Local Routes

Status of Rider's UNC Affiliation

by percentage of the riders surveyed

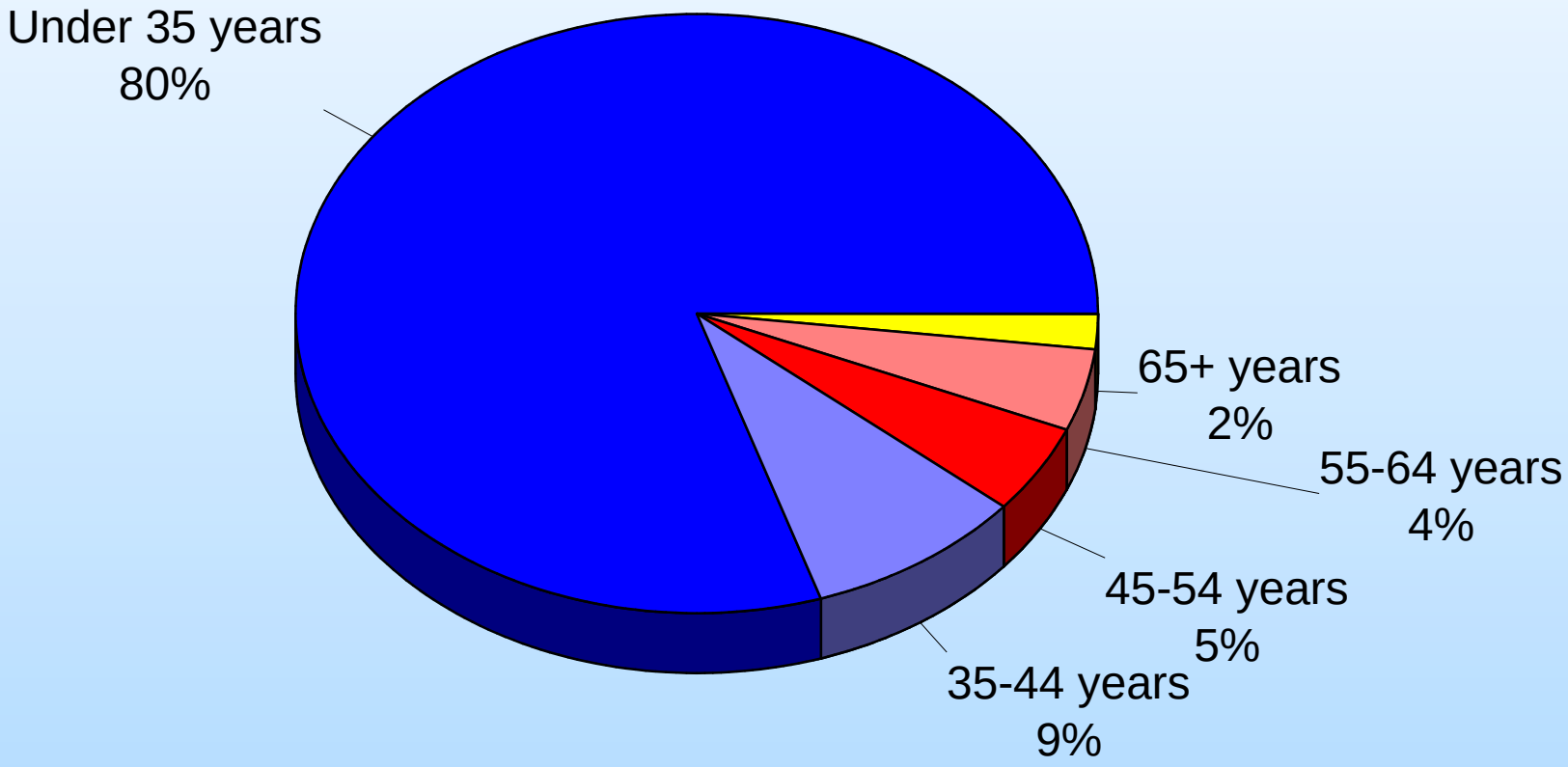


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Local Routes

Age of Riders

by percentage of the riders surveyed

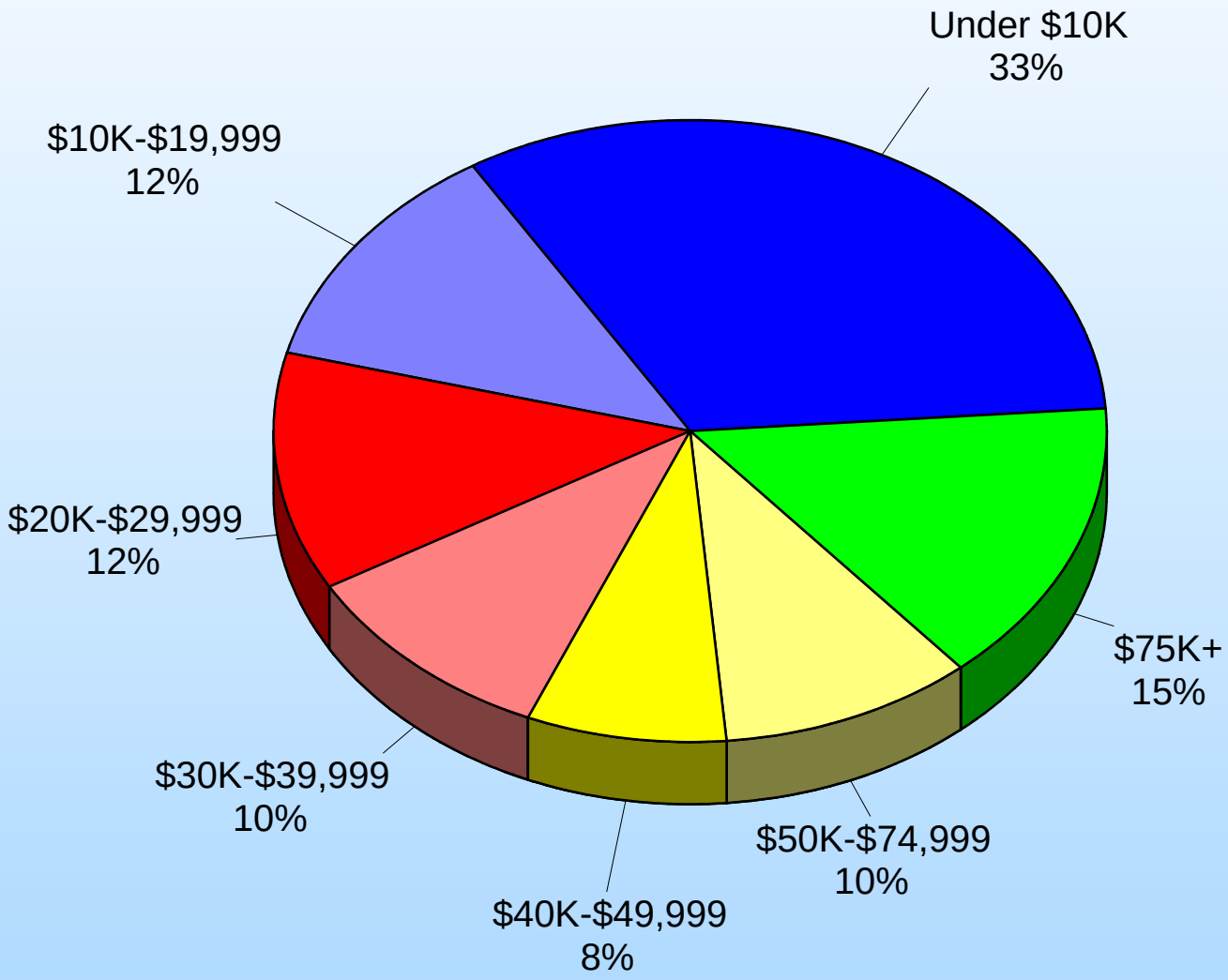


Source: ETC Institute (2016 Chapel Hill Transit Customer Survey)

Local Routes

Total Annual Household Income

by percentage of the riders surveyed



Source: ETC Institute (2012 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=Importance x (1-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>=0.20)
- Increase Current Emphasis (0.10<=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

2012 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	**68%**	**1**	**75%**	**14**	0.1694	**1**
Hours bus service is offered	**29%**	**2**	**53%**	**19**	0.1384	**2**
Availability of bus services on Saturdays	**17%**	**6**	**29%**	**20**	0.1181	**3**
Availability of bus services on Sundays	**14%**	**7**	**27%**	**21**	0.1029	**4**
Medium Priority (IS <.10)						
How quickly buses get you to your destination	**27%**	**3**	**72%**	**15**	0.0748	**5**
How close bus stops are located to your home	**17%**	**4**	**80%**	**9**	0.0348	**6**
Number of destinations served by the bus	**11%**	**9**	**76%**	**12**	0.0268	**7**
Availability of bus shelters at bus stops	**6%**	**15**	**58%**	**18**	0.0256	**8**
How close bus stops are located to your workplace	**14%**	**8**	**85%**	**3**	0.0203	**9**
How safe you feel while traveling on the bus	**17%**	**5**	**91%**	**1**	0.0155	**10**
How safely bus drivers operate vehicles	**10%**	**10**	**85%**	**5**	0.0155	**11**
Availability of route & schedule information	**7%**	**13**	**80%**	**10**	0.0143	**12**
How safe you feel while waiting at bus stops	**8%**	**11**	**84%**	**7**	0.0136	**13**
How easy it is to transfer between buses	**3%**	**18**	**59%**	**17**	0.0135	**14**
How easy it is to understand route & schedule information	**5%**	**17**	**75%**	**13**	0.0115	**15**
Cleanliness/maintenance of buses	**8%**	**12**	**87%**	**2**	0.0111	**16**
How comfortable buses are to ride	**6%**	**16**	**81%**	**8**	0.0107	**17**
Courtesy/customer service of operators	**6%**	**14**	**85%**	**4**	0.0093	**18**
How easy it is to learn to use CHT	**3%**	**19**	**78%**	**11**	0.0072	**19**
Usefulness of information on buses	**2%**	**20**	**69%**	**16**	0.0046	**20**
How knowledgeable bus operators are about services	**1%**	**21**	**85%**	**6**	0.0020	**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.

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Importance-Satisfaction Rating

2012 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
High Priority (IS .10-.20)						
Timeliness of buses	**74%**	**1**	**79%**	**9**	0.1573	**1**
Hours bus service is offered	**26%**	**3**	**57%**	**19**	0.1143	**2**
Medium Priority (IS <.10)						
How quickly buses get you to your destination	**32%**	**2**	**72%**	**13**	0.0882	**3**
How close bus stops are located to your home	**15%**	**5**	**65%**	**16**	0.0540	**4**
Availability of bus services on Saturdays	**7%**	**12**	**26%**	**20**	0.0522	**5**
Availability of bus services on Sundays	**6%**	**15**	**23%**	**21**	0.0425	**6**
Cleanliness/maintenance of buses	**12%**	**7**	**80%**	**8**	0.0240	**7**
How comfortable buses are to ride	**8%**	**11**	**70%**	**14**	0.0238	**8**
Availability of bus shelters at bus stops	**6%**	**14**	**60%**	**17**	0.0234	**9**
The number of destinations served by the bus	**9%**	**9**	**75%**	**11**	0.0234	**10**
How safely bus drivers operate vehicles	**13%**	**6**	**82%**	**4**	0.0231	**11**
How close bus stops are located to your workplace	**12%**	**8**	**85%**	**2**	0.0177	**12**
How easy it is to transfer between buses	**4%**	**19**	**59%**	**18**	0.0159	**13**
How safe you feel while traveling on the bus	**16%**	**4**	**91%**	**1**	0.0143	**14**
Courtesy/customer service of operators	**9%**	**10**	**84%**	**3**	0.0143	**15**
How safe you feel while waiting at bus stops	**7%**	**13**	**82%**	**5**	0.0123	**16**
How easy it is to understand route & schedule information	**4%**	**16**	**75%**	**12**	0.0107	**17**
How easy it is to learn to us the CHT bus system	**4%**	**18**	**77%**	**10**	0.0089	**18**
Availability of route & schedule information	**4%**	**17**	**81%**	**6**	0.0073	**19**
Usefulness of information on buses	**2%**	**21**	**68%**	**15**	0.0049	**20**
How knowledgeable bus operators are about services	**2%**	**20**	**81%**	**7**	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.

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Importance-Satisfaction Rating

2012 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
High Priority (IS .10-.20)						
Timeliness of buses	**66%**	**1**	**74%**	**14**	0.1711	**1**
Hours bus service is offered	**30%**	**2**	**52%**	**19**	0.1426	**2**
Availability of bus services on Saturdays	**19%**	**4**	**30%**	**20**	0.1297	**3**
Availability of bus services on Sundays	**16%**	**7**	**27%**	**21**	0.1137	**4**
Medium Priority (IS <.10)						
How quickly buses get you to your destination	**26%**	**3**	**72%**	**15**	0.0723	**5**
How close bus stops are located to your home	**18%**	**5**	**83%**	**8**	0.0313	**6**
The number of destinations served by the bus	**12%**	**9**	**76%**	**12**	0.0276	**7**
Availability of bus shelters at bus stops	**6%**	**14**	**58%**	**18**	0.0258	**8**
How close bus stops are located to your workplace	**14%**	**8**	**85%**	**6**	0.0209	**9**
Availability of route & schedule information	**8%**	**13**	**80%**	**10**	0.0157	**10**
How safe you feel while traveling on the bus	**18%**	**6**	**91%**	**1**	0.0155	**11**
How safely bus drivers operate vehicles	**10%**	**10**	**86%**	**5**	0.0142	**12**
How safe you feel while waiting at bus stops	**9%**	**11**	**84%**	**7**	0.0138	**13**
How easy it is to transfer between buses	**3%**	**19**	**59%**	**17**	0.0131	**14**
How easy it is to understand route & schedule information	**5%**	**17**	**75%**	**13**	0.0115	**15**
Cleanliness/maintenance of buses	**8%**	**12**	**88%**	**2**	0.0093	**16**
How comfortable buses are to ride	**5%**	**16**	**83%**	**9**	0.0089	**17**
Courtesy/customer service of operators	**6%**	**15**	**86%**	**3**	0.0084	**18**
How easy it is to learn to us the CHT bus system	**3%**	**18**	**78%**	**11**	0.0070	**19**
Usefulness of information on buses	**2%**	**20**	**70%**	**16**	0.0045	**20**
How knowledgeable bus operators are about services	**1%**	**21**	**86%**	**4**	0.0019	**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.

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Section 3:

Crosstabulations of the Survey Data

Q1. Route Type	Percent
Express Routes	15.3 %
Non Express Routes	84.7 %
Total	100.0 %

Q2. How often do you use CHT?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q2. How often do you use CHT			
Less than once a week	3.9%	2.7%	2.9%
1 day per week	1.8%	2.9%	2.8%
2 days a week	3.9%	4.9%	4.7%
3 days a week	13.0%	9.9%	10.4%
4 days a week	9.7%	10.7%	10.6%
5 days a week	62.4%	50.8%	52.6%
6+ days a week	4.5%	17.3%	15.4%
First time riding	0.6%	0.4%	0.5%
Not provided	0.0%	0.3%	0.2%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.2%	84.8%	100.0%
Q3. How many times per week do you use CHT for trips other than going to work/school			
0	77.1%	54.1%	57.6%
1	7.4%	13.0%	12.1%
2	4.2%	11.2%	10.1%
3	2.9%	7.1%	6.4%
4	1.9%	3.3%	3.1%
5	3.2%	4.3%	4.2%
6	0.3%	1.9%	1.7%
7	2.9%	5.1%	4.8%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q4. How long have you been using CHT's services at least once per week			
Less than a month	5.2%	3.2%	3.5%
1-6 months	16.4%	20.8%	20.2%
7-12 months	16.4%	14.2%	14.5%
1-2 years	25.2%	26.2%	26.0%
3-4 years	15.8%	17.4%	17.1%
4+ years	19.5%	17.3%	17.6%
Not provided	1.5%	1.0%	1.1%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q4. How long have you been using CHT's services at least once per week			
Less than a month	5.2%	3.2%	3.5%
1-6 months	16.7%	21.0%	20.4%
7-12 months	16.7%	14.3%	14.7%
1-2 years	25.6%	26.4%	26.3%
3-4 years	16.0%	17.6%	17.3%
4+ years	19.8%	17.4%	17.8%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q5. Do you have another vehicle that could be used to make this trip			
Yes	79.1%	58.9%	62.0%
No	19.4%	40.7%	37.5%
Not provided	1.5%	0.4%	0.6%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q6. Did you board this bus at a Park and Ride location			
Yes	65.3%	15.9%	23.4%
No	34.7%	83.5%	76.0%
Not provided	0.0%	0.7%	0.6%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q6. Did you board this bus at a Park and Ride location			
Yes	65.3%	16.0%	23.6%
No	34.7%	84.0%	76.4%

Q6a. If YES, which one?

Q6a. Which one	Number	Percent
200 WESTMINSTER	1	0.2 %
5-11	1	0.2 %
511	1	0.2 %
511 PARKING LOT	1	0.2 %
54	4	0.9 %
54 & 55 PARK & RIDE	1	0.2 %
54 LOT	5	1.1 %
54 OR FRIDAY CENTER	1	0.2 %
54 P AND R	3	0.7 %
54 PARK AND RIDE	10	2.2 %
54 PARK AND RIDE LOT	2	0.4 %
ART LAB	1	0.2 %
B SCHOOL	1	0.2 %
BOWLES PARKING LOT	1	0.2 %
CAR	1	0.2 %
CARBORO PLAZA	2	0.4 %
CAROLINA APTS	1	0.2 %
CAROLINA COFFEE SHOP	1	0.2 %
CARRBORO P AND R	1	0.2 %
CARRBORO PARK & RIDE	1	0.2 %
CARRBORO PLAZA	6	1.3 %
CARRBORO PLAZE	1	0.2 %
CCX	2	0.4 %
CCX LOT	1	0.2 %
CHATHAM	1	0.2 %
CHATHAM COUNTY	1	0.2 %
CHATHAM COUNTY P AND	1	0.2 %
CHATHAM CROSSING	1	0.2 %
CHATHAM P AND R	4	0.9 %
CHATHAM PARK	1	0.2 %
CPR	1	0.2 %
CREDIT UNION	2	0.4 %
DOWNTOWN	1	0.2 %
ESTES PARK	1	0.2 %
EUBANK	1	0.2 %
EUBANKS	24	5.2 %
EUBANKS, FRIDAY CTR	1	0.2 %
EUBANKS OR CARRBORO	1	0.2 %
EUBANKS P AND R	1	0.2 %
EUBANKS RD	4	0.9 %
FAMILY MED PRAC LOT	1	0.2 %
FAMILY MEDICINE	2	0.4 %
FAMILY MEDICINE CTR	1	0.2 %
FAMILY PRACTICE	1	0.2 %
FC P AND R	1	0.2 %
FCX	8	1.7 %
FCX, S	1	0.2 %
FCX FRIDAY CENTER	1	0.2 %
FCX-HOSPITAL	1	0.2 %
FCX P AND R	1	0.2 %
FRIDAY CENTER	97	21.0 %
FRIDAY CENTER DRIVE	1	0.2 %

Q6a. If YES, which one?

Q6a. Which one	Number	Percent
FRIDAY CENTER HWY 54	1	0.2 %
FRIDAY CENTER LOT	3	0.7 %
FRIDAY CTR	3	0.7 %
FRIDAY CTR P AND R	2	0.4 %
FRIDAY FIRST	1	0.2 %
HEDRICK BUILDING	2	0.4 %
HU	1	0.2 %
HWY 54 P AND R	1	0.2 %
IN FRONT OF CAROLINA	1	0.2 %
J FERRY/SOUTHERN VLG	1	0.2 %
JE	1	0.2 %
JERRY JONES	1	0.2 %
JF	1	0.2 %
JF LOT	1	0.2 %
JFX	4	0.9 %
JONE FERRY	1	0.2 %
JONES FERRY	50	10.8 %
JONES FERRY P & R	3	0.7 %
JONES FERRY P AND R	5	1.1 %
JONES FERRY PR	2	0.4 %
JONES FERRY RD	4	0.9 %
JONES FERRY RD P&R	1	0.2 %
JONES FURRY	1	0.2 %
JONES PERRY	1	0.2 %
LIBRARY PARK	1	0.2 %
LONGVIEW	1	0.2 %
LOT 54	1	0.2 %
MALL	2	0.4 %
MANNING DR	1	0.2 %
MASSON FARM	1	0.2 %
MEADOW MONT	3	0.7 %
MLK	2	0.4 %
MLK #725	1	0.2 %
MLK AND WEAVER DAIRY	1	0.2 %
MLK T	1	0.2 %
MORRISON FARREN	1	0.2 %
NC 54	6	1.3 %
NC-54	1	0.2 %
NC 54 LOT, FCX LOT	1	0.2 %
NC 54 P & R	1	0.2 %
NC 54 P AND R	1	0.2 %
NC 54 PARK AND RIDE	2	0.4 %
OLD HUMAN RESOURCE	1	0.2 %
OPPOSITE FRIDAY CTR	1	0.2 %
PARK	1	0.2 %
PARK & RIDE NS RTE	1	0.2 %
PARK 54	1	0.2 %
PARK N RIDE 54	1	0.2 %
PR LOT	1	0.2 %
R & R	1	0.2 %
RALEIGH RD	1	0.2 %
RALEIGH ST BUS STOP	1	0.2 %

Q6a. If YES, which one?

Q6a. Which one	Number	Percent
RIDE	1	0.2 %
RIDE 30	1	0.2 %
RIDE LOCATION	2	0.4 %
ROCK HAVEN RD	1	0.2 %
RR LOT	5	1.1 %
S	1	0.2 %
S 54	1	0.2 %
S 54 PARK AND RIDE	1	0.2 %
S 54 PARKING LOT	1	0.2 %
S LOT	3	0.7 %
S ORANGE HEALTH SERV	1	0.2 %
S ORANGE HUMAN SERV	1	0.2 %
S VILLAGE	6	1.3 %
SECU	1	0.2 %
SKIPPER BOWL DRIVE	1	0.2 %
SKIPPERS BOWLES LOT	1	0.2 %
SMITH LEVEL RD	1	0.2 %
SOUTH RIDGE	1	0.2 %
SOUTHERN VILALGE	1	0.2 %
SOUTHERN VILLAGE	67	14.5 %
STADIUM DR	1	0.2 %
STERLING RD	1	0.2 %
SV	8	1.7 %
TENNIS COURT AT HINT	1	0.2 %
U MALL	2	0.4 %
UNC HOSPITAL	1	0.2 %
UNC HOSPITAL MANNING	1	0.2 %
UNIVERSITY	1	0.2 %
UNIVERSITY LAKES	1	0.2 %
UNIVERSITY MALL	2	0.4 %
UNIVERSITY PL	1	0.2 %
UNIVERSITY PLACE	1	0.2 %
Total	461	100.0 %

Missing Cases = 0
Response Percent = 100.0 %

Q6b. If you had to pay to park at a Park and Ride location, what is the maximum amount that you would be willing to pay per day to park at a Park and Ride location?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	42.6%	57.4%	100.0%
Q6b. Maximum amount you would be willing to pay per day to park at a Park & Ride location			
$5.00 per day	0.9%	1.7%	1.4%
$4.00 per day	0.5%	1.7%	1.2%
$3.00 per day	7.9%	8.0%	7.9%
$2.00 per day	30.2%	34.3%	32.5%
$1.00 per day	34.4%	24.9%	29.0%
I would stop using CHT if I had to pay for parking	15.8%	19.4%	17.9%
Don't know	10.2%	10.0%	10.1%

Q6b. If you had to pay to park at a Park and Ride location, what is the maximum amount that you would be willing to pay per day to park at a Park and Ride location? (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	42.6%	57.4%	100.0%
Q6b. Maximum amount you would be willing to pay per day to park at a Park & Ride location			
$5.00 per day	1.0%	1.9%	1.5%
$4.00 per day	0.5%	1.9%	1.3%
$3.00 per day	8.8%	8.8%	8.8%
$2.00 per day	33.7%	38.1%	36.2%
$1.00 per day	38.3%	27.7%	32.2%
I would stop using CHT if I had to pay for parking	17.6%	21.5%	19.9%

Q7. If you own a car, why do you use public transportation?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q7. Why do you use public transportation			
Parking is too expensive	59.1%	52.1%	53.2%
Bus is faster than driving	13.6%	11.1%	11.5%
Parking is hard to find	44.8%	48.2%	47.7%
I care about environment	20.6%	24.1%	23.6%
To avoid traffic congestion	21.5%	17.5%	18.1%
Don’t like driving	7.9%	9.8%	9.5%
Don't have a license	1.8%	4.1%	3.7%
Other	18.5%	9.7%	11.0%
Not provided	7.3%	19.6%	17.7%

Q7. If you own a car, why do you use public transportation? (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	17.2%	82.8%	100.0%
Q7. Why do you use public transportation			
Parking is too expensive	63.7%	64.8%	64.6%
Bus is faster than driving	14.7%	13.7%	13.9%
Parking is hard to find	48.4%	59.9%	57.9%
I care about environment	22.2%	30.0%	28.7%
To avoid traffic congestion	23.2%	21.8%	22.0%
Don’t like driving	8.5%	12.2%	11.6%
Don't have a license	2.0%	5.1%	4.6%
Other	19.9%	12.0%	13.4%

Q7. Other

Q7. Other	Number	Percent
NO CAR	9	4.5 %
DON'T HAVE A CAR	4	2.0 %
CONVENIENT	4	2.0 %
UNC	3	1.5 %
CAN'T PARK ON CAMPUS	3	1.5 %
NO PARKING	3	1.5 %
NO PARKING PERMIT	2	1.0 %
RR LOT	2	1.0 %
CAN'T PARK AT HOSPITAL	2	1.0 %
HAVE TO	2	1.0 %
DO NOT OWN CAR	2	1.0 %
STUDENT	2	1.0 %
TIME SCHEDULE	1	0.5 %
CAN'T	1	0.5 %
CAR A PR LOT	1	0.5 %
NORMALLY CARPOOL	1	0.5 %
1 CAR IN HH OF 2	1	0.5 %
IM A STUDENT DON'T HAVE CAR	1	0.5 %
RAIN	1	0.5 %
BUS IS FREE	1	0.5 %
FUN	1	0.5 %
HAVEN'T BEEN EMPLOYED TOO LONG	1	0.5 %
NEEEDS REPAIR	1	0.5 %
NO PARKING FOR HOSP EMPLOYEES	1	0.5 %
ITS FREE	1	0.5 %
ONLY USE WHEN ITS RAINING	1	0.5 %
THERE IS NOT PARKING ON CAMPUS	1	0.5 %
LIMITED AMOUNT OF PARKING	1	0.5 %
SHARE CAR W/PARTNER	1	0.5 %
NO PARKING PERMIT ON CAMPUS	1	0.5 %
STUDENTS NOT ALLOWED TO PARK	1	0.5 %
WIFE USES IT FOR WORK	1	0.5 %
SAFETY	1	0.5 %
HUSBAND USES CAR	1	0.5 %
UNC REQUIRED	1	0.5 %
UNC PARKING PERMIT AVAILABLE	1	0.5 %
HUSBAND DRIVES BOTH OF US	1	0.5 %
NO WHERE TO PARK ON CAMPUS	1	0.5 %
JFX	1	0.5 %
TEMPORARY EMPLOYEE OF UNC	1	0.5 %
CAN'T GET A PARKING PERMIT	1	0.5 %
INCONVENIENT	1	0.5 %
STUDENT NO PARKING	1	0.5 %
NO FREE PARKING AT WORK	1	0.5 %
I VALUE THE SERVICE	1	0.5 %
ACC DOSEN'T ALLOW EMPLOYEES	1	0.5 %
NO PARKING AT WORK OFFERED	1	0.5 %
NO AVAILABLE PERMITS	1	0.5 %
NO PARKING CLOSE	1	0.5 %
NO CAMPUS PARKING	1	0.5 %
RIDING AROUND I HAVE A CAR	1	0.5 %
SHARE CAR W/SOMEONE ELSE	1	0.5 %

Q7. Other

Q7. Other	Number	Percent
CAR IN SHOP	1	0.5 %
FUN FOR KIDS	1	0.5 %
I BELIEVE IN PUBLIC TRANSPORT	1	0.5 %
PARKING IS FAR FROM CLASS	1	0.5 %
I ENJOY IT	1	0.5 %
NO CAMPUS PERMIT	1	0.5 %
NOT ALLOWED PARK AT WORK	1	0.5 %
ONLY ONE CAR	1	0.5 %
BLAND	1	0.5 %
I DRIVE AND RIDE	1	0.5 %
GAS & DEPRECIATION	1	0.5 %
SHARE A CAR WITH HUSBAND	1	0.5 %
ONLY OPTION AS UNK HEALTH EMPL	1	0.5 %
DON'T HAVE PRMIT TO PARK	1	0.5 %
MY ONLY OPTION	1	0.5 %
NO SPOT AT UNC MED CTR	1	0.5 %
LIVE ON UNCCH CAMPUS	1	0.5 %
PUBLIC PARKING INCONVENIENT	1	0.5 %
NO DAY TIME PASS FOR CAMPUS	1	0.5 %
LIVE CLOSE	1	0.5 %
BUS IS CONVENIENT	1	0.5 %
NO CAR YET	1	0.5 %
THE BUS TAKES ME TO MY CAR	1	0.5 %
CAR PARKED OFF CAMPUS	1	0.5 %
TO ARRIVE AT FINAL DESTINATION	1	0.5 %
REQUIRED	1	0.5 %
ONLY OPTION FOR HOSPITAL PARKI	1	0.5 %
I DON'T HAVE A CHOICE	1	0.5 %
UNC EMPLOYEE	1	0.5 %
NO PARKING ON CAMPUS	1	0.5 %
NO PARKING IN GARAGE	1	0.5 %
NOT ALLOWED TO PARK	1	0.5 %
WE SHARE ONE CAR	1	0.5 %
I PARK OFF CAMPUS	1	0.5 %
UNC DOESN'T PROVIDE ALL STUDEN	1	0.5 %
I CAN READ ON BUS	1	0.5 %
CAN'T GET ON CAMPUS PARKING	1	0.5 %
I LIVE 2 MINUTES FROM BUS STOP	1	0.5 %
GETTING AROUND ON CAMPUS	1	0.5 %
EASY	1	0.5 %
I LIKE TO THE WALK	1	0.5 %
PARKING LOT IS FAR FROM SCHOOL	1	0.5 %
GET TO READ DURING COMMUTE	1	0.5 %
SAVE GAS	1	0.5 %
I DO NOT HAVE A PARKING PASS	1	0.5 %
PARKING ON CAMPUS IS RESTRICTE	1	0.5 %
USE BUS TO GET TO MY CAR	1	0.5 %
MY CAR ISN'T ALLOWED ON CAMPUS	1	0.5 %
FIRST YEAR	1	0.5 %
STUDENTS CAN'T PARK ON CAMPUS	1	0.5 %
CAR IS FAR AWAY	1	0.5 %
CAR IN RR LOT	1	0.5 %

Q7. Other

Q7. Other	Number	Percent
NOWHERE TO PARK AT WORK	1	0.5 %
PARKING NOT AVAILABLE AT WORK	1	0.5 %
LIKE READING	1	0.5 %
I LIKE PUBLIC TRANSPORTATION	1	0.5 %
PREFER ACCESSIBLE NCLD LICENSE	1	0.5 %
BICYCLE	1	0.5 %
TO RELAX	1	0.5 %
MY CAR IS OFF CAMPUS	1	0.5 %
NO PARKING AT UNC	1	0.5 %
REQUIRED BY WORK ON CAMPUS	1	0.5 %
CANT PARK ON CAMPUS	1	0.5 %
NOWHERE TO PARK	1	0.5 %
EXTRA TIME TO READ	1	0.5 %
BECAUSE I CAN'T PARK AT HOSPIT	1	0.5 %
HAVE TO FOR JOB	1	0.5 %
STORMY	1	0.5 %
CONVENIENCE	1	0.5 %
WIFE USES OUR ONE CAR	1	0.5 %
NO ACCESS TO PARKING LOTS	1	0.5 %
I LIVE ON SO CAMPUS	1	0.5 %
NO AVAILABLE PARKING ON CAMPUS	1	0.5 %
SINGLE CAR FAMILY	1	0.5 %
WORK-HOSPITAL	1	0.5 %
NO PARKING TO MEDICAL SCHOOL	1	0.5 %
UNC RATIONS PARKING	1	0.5 %
WORK AT HOSPITAL	1	0.5 %
NOT ABLE TO PARK AT WORK	1	0.5 %
I DON'T HAVE A PERMIT	1	0.5 %
CONVENIENT, RELIABLE	1	0.5 %
CAMPUS PARKING EXPENSIVE	1	0.5 %
CAN'T GET PARKING AT UNC	1	0.5 %
BUSES DON'T GO TO CAR EASILY	1	0.5 %
LIKE TO WALK TOO	1	0.5 %
I WORK AT UNC	1	0.5 %
NO PARKING OPTION AT HOSPITAL	1	0.5 %
PARKING	1	0.5 %
REQUIRED AS A UNC EMPLOYEE	1	0.5 %
NO PARKING AVAILABLE ON CAMPUS	1	0.5 %
NO PARKING OF UNC	1	0.5 %
DON'T HAVE PARKING LOT	1	0.5 %
WORK ONLY ALLOWS P AND R	1	0.5 %
CAN'T AS AN EMPLOYEE	1	0.5 %
HOSPITAL WON'T LET US PARK	1	0.5 %
REQUIRED BY JOB	1	0.5 %
GAVE MONEY	1	0.5 %
PARKING OPTIONS LIMITED	1	0.5 %
UNABLE TO PARK AT HOSPITAL	1	0.5 %
NO ON CAMPUS PARKING	1	0.5 %
FAR LOT	1	0.5 %
CAN'T PARK AT WORK UNC	1	0.5 %
CAN'T GET A PARKING SPOT	1	0.5 %
NO PARKING AT WORK	1	0.5 %

Q7. Other

Q7. Other	Number	Percent
REQUIRED TO BY UNC	1	0.5 %
WAIT IS TOO LONG	1	0.5 %
DON'T OWN A CAR	1	0.5 %
HOSPITAL MAKES ME	1	0.5 %
MY CAR ISN'T HERE	1	0.5 %
PARK AT 5-11	1	0.5 %
CAR PARKED TOO FAR	1	0.5 %
NOT WALKING	1	0.5 %
RESTRICTED AT HOSPITAL	1	0.5 %
GET TO SCHOOL	1	0.5 %
NO UNC SPACE	1	0.5 %
CAN'T PARK AT WORK	1	0.5 %
NO PERMIT	1	0.5 %
GAS COST MONEY	1	0.5 %
I LIVE ON UNC CAMPUS	1	0.5 %
GENERALLY INCONVENIENT	1	0.5 %
CAR OFF CAMPUS	1	0.5 %
TAKSE US O CAR	1	0.5 %
TAKES US TO CAR	1	0.5 %
PARK IN RR LOT	1	0.5 %
Total	202	100.0 %

Q8. If you don't own a car, why do you use public transportation?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q8. Why do you use public transportation			
It's my only alternative	11.5%	21.4%	19.9%
No car available for this trip	3.3%	10.6%	9.5%
Do not have a drivers license	2.4%	6.9%	6.2%
Other	5.5%	3.6%	3.9%
Not provided	82.4%	66.1%	68.6%

Q8. If you don't own a car, why do you use public transportation? (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	8.6%	91.4%	100.0%
Q8. Why do you use public transportation			
It's my only alternative	63.8%	63.1%	63.1%
No car available for this trip	19.0%	31.5%	30.4%
Do not have a drivers license	13.8%	20.5%	19.9%
Other	31.0%	10.6%	12.4%

Q8. Other

Q8. Other	Number	Percent
CONVENIENCE	4	5.3 %
ENVIRONMENT	3	4.0 %
HAVE A CAR	3	4.0 %
FREE	2	2.7 %
HAVE CAR	2	2.7 %
FASTER THAN WALKING	2	2.7 %
OWN A CAR	2	2.7 %
BICYCLE	2	2.7 %
I OWN A CAR	2	2.7 %
ITS FREE	2	2.7 %
REQUIRED BY UNK FOR EMPLOYEES	1	1.3 %
DISABLED	1	1.3 %
DO HAVE A CAR	1	1.3 %
CONVENIENT	1	1.3 %
BLAND	1	1.3 %
INEXPENSIVE	1	1.3 %
CARPOOL	1	1.3 %
INSTEAD BIKING/RUN BAD WEATHE	1	1.3 %
EASIER ON CAMPUS	1	1.3 %
EASY	1	1.3 %
GET TO DESITNAION FASTER	1	1.3 %
OWN CAR	1	1.3 %
ITS EASY AND FREE	1	1.3 %
FIRST YEAR STUDENT	1	1.3 %
NO PARKING AVAIL ON CAMPUS	1	1.3 %
COMFORTABLE	1	1.3 %
LOVE PUBLIC TRANSPORTATION	1	1.3 %
CONTINUING	1	1.3 %
USE BUS WHEN I CAN'T BIKE	1	1.3 %
I HAVE A CAR	1	1.3 %
HAVEN'T PURCHASED A CAR YET	1	1.3 %
GO TO SCHOOL UNC CHAPEL HILL	1	1.3 %
NO FEE	1	1.3 %
MOT APPLICABLE	1	1.3 %
DON'T FEEL LIKE WALKING	1	1.3 %
WHEELCHAIR	1	1.3 %
CAR GETTING REPAIRED	1	1.3 %
ITS CONVENIENT	1	1.3 %
BIKING IS NOT FUN	1	1.3 %
CHEAPER THAN RENT CAR	1	1.3 %
DON'T WANT TO WALK	1	1.3 %
ENVIRONMENTALLY FRIENDLY	1	1.3 %
SAVES TIME	1	1.3 %
CHEAPER THAN UBER	1	1.3 %
RAIN BIKE	1	1.3 %
EFFICIENT	1	1.3 %
CHOICE	1	1.3 %
LIKE PUBLIC TRANSPORT	1	1.3 %
FRESHMAN	1	1.3 %
USE EASY RIDER TO SR SHUTTLE	1	1.3 %
MOST CONVENIENT AND FASTESET	1	1.3 %
DON'T LIKE DRIVING	1	1.3 %

Q8. Other

Q8. Other	Number	Percent
BAD WEATHER FOR BIKE	1	1.3 %
DO OWN CAR	1	1.3 %
PARK AND RIDE	1	1.3 %
PARK & RIDE	1	1.3 %
EASIER	1	1.3 %
MORE CONVENIENT THAN WALKING	1	1.3 %
CONVIENT	1	1.3 %
USE COMBINATION OF CHT	1	1.3 %
CONVENIENCE BIKE ALTERNATIVE	1	1.3 %
Total	75	100.0 %

Q9. What is the main purpose of this trip?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q9. Main purpose of this trip			
Work	77.3%	41.2%	46.7%
Personal business	2.4%	7.3%	6.6%
Shopping	1.2%	3.1%	2.8%
Middle school (grades 6-8)	0.0%	0.2%	0.1%
High school (grades 9-12)	0.0%	0.8%	0.6%
College	18.8%	50.1%	45.3%
Hospital/doctor's office	3.6%	1.9%	2.1%
Social/recreation	1.5%	1.6%	1.6%
Other	2.7%	3.8%	3.6%
Not provided	0.3%	0.4%	0.4%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q9. Main purpose of this trip			
Work	77.5%	41.4%	46.9%
Personal business	2.4%	7.4%	6.6%
Shopping	1.2%	3.1%	2.8%
Middle school (grades 6-8)	0.0%	0.2%	0.1%
High school (grades 9-12)	0.0%	0.8%	0.7%
College	18.8%	50.3%	45.5%
Hospital/doctor's office	3.6%	1.9%	2.1%
Social/recreation	1.5%	1.6%	1.6%
Other	2.7%	3.8%	3.6%

Q9. Other

Q9. Other	Number	Percent
GRAD SCHOOL	19	26.4 %
GRADUATE SCHOOL	6	8.3 %
VOLUNTEERING	4	5.6 %
MEETING	3	4.2 %
MEDICAL SCHOOL	3	4.2 %
GOING HOME	2	2.8 %
TRADE SCHOOL	1	1.4 %
VOLUNTEER	1	1.4 %
COMMUNITY SERVICE FOR YOUTH	1	1.4 %
GOT FOOD TO EAT	1	1.4 %
VOTING	1	1.4 %
RESIDENCY	1	1.4 %
ESL CLASS	1	1.4 %
SCHOOL	1	1.4 %
GRAD/PROFESSIONAL SCHOOL	1	1.4 %
LUNCH	1	1.4 %
MED SCHOOL	1	1.4 %
COMMUTING HOME FROM GRAD SCH	1	1.4 %
COLLEGE GRAD	1	1.4 %
VOLUNTEER AT HOSPITAL	1	1.4 %
PICKUP CAR FROM HER SCHOOL	1	1.4 %
GOING HOME FROM WORK	1	1.4 %
PROFESSIONAL SCHOOL	1	1.4 %
RR LOT	1	1.4 %
PARKING LOT	1	1.4 %
TUTORING	1	1.4 %
INTERVIEW	1	1.4 %
ROWING PRACTICE	1	1.4 %
ROWING	1	1.4 %
RESIDENT AT DENTAL SCHOOL	1	1.4 %
RETURN HOME FROM WORK	1	1.4 %
DROPPING OFF MY CAR	1	1.4 %
RESEARCH	1	1.4 %
ELEMENTARY SCHOOL	1	1.4 %
GRADUATE STUDENT	1	1.4 %
SCHOOL: GRAD SCHOOL	1	1.4 %
DENTAL STUDENT	1	1.4 %
HOSPITAL VOLUNTEERING	1	1.4 %
FOOD	1	1.4 %
GRAD STUDENT	1	1.4 %
HOME	1	1.4 %
Total	72	100.0 %

Missing Cases = 0
Response Percent = 100.0 %

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q10. How did you get to the bus that you are currently riding			
Walked	54.5%	83.7%	79.2%
Drove a car	39.7%	9.9%	14.4%
Got a ride from someone else	1.8%	0.8%	0.9%
Rode a bicycle	0.6%	0.4%	0.5%
Transferred from another CHT bus	1.5%	3.1%	2.8%
Transferred from GoTriangle	0.3%	0.9%	0.8%
Transferred from other agency transit service	0.0%	0.3%	0.2%
Other	0.6%	0.5%	0.5%
Not provided	0.9%	0.7%	0.7%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.2%	84.8%	100.0%
Q10. How did you get to the bus that you are currently riding			
Walked	55.0%	84.2%	79.8%
Drove a car	40.1%	10.0%	14.5%
Got a ride from someone else	1.8%	0.8%	0.9%
Rode a bicycle	0.6%	0.4%	0.5%
Transferred from another CHT bus	1.5%	3.1%	2.8%
Transferred from GoTriangle	0.3%	0.9%	0.8%
Transferred from other agency transit service	0.0%	0.3%	0.2%
Other	0.6%	0.5%	0.5%

Q10. Other

Q10. Other	Number	Percent
SCHOOL	1	50.0 %
UNC SSE AT SECU	1	50.0 %
Total	2	100.0 %

Q10-1. (If Walked) How many blocks did you walk?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	10.6%	89.4%	100.0%
Q10. How many blocks			
Less than 1	9.1%	8.1%	8.2%
1	54.9%	52.7%	52.9%
2	18.9%	23.5%	23.1%
3	6.7%	8.0%	7.9%
4	3.0%	3.0%	3.0%
5	2.4%	2.0%	2.0%
6	2.4%	1.1%	1.2%
7	1.8%	0.3%	0.4%
8	0.0%	0.2%	0.2%
9	0.0%	0.1%	0.1%
10+	0.6%	1.0%	1.0%

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

Q11. Address or closest intersection to destination	Number	Percent
MANNING DR	38	2.0 %
101 MANNING DR	32	1.7 %
UNC HOSPITAL	32	1.7 %
FRANKLIN ST	25	1.3 %
FRIDAY CENTER	20	1.0 %
HEALTH SCIENCE LIBRARY	19	1.0 %
UNC	15	0.8 %
SOUTH RD	15	0.8 %
MASON FARM RD	14	0.7 %
SITTERSON HALL	13	0.7 %
STUDENT STORES	12	0.6 %
HEALTH SCIENCES LIBRARY	12	0.6 %
PUBLIC SAFETY	11	0.6 %
515 HINTON JAMES DR	10	0.5 %
SMITH LEVEL RD	9	0.5 %
FRANKLIN & COLUMBIA	9	0.5 %
FRANKLIN AND COLUMBIA	9	0.5 %
PITTSBORO	8	0.4 %
MLK	8	0.4 %
FRANKLIN/COLUMBIA	8	0.4 %
MLK BLVD	8	0.4 %
JONES FERRY	8	0.4 %
MANNING	8	0.4 %
WEAVER ST MARKET	7	0.4 %
COLUMBIA ST	7	0.4 %
HSL	7	0.4 %
CAMERON AVE	7	0.4 %
HEALTH SCIENCE LIB	7	0.4 %
SOUTHERN VILLAGE	7	0.4 %
COLUMBIA AND SOUTH	6	0.3 %
SKIPPER BOWLES	6	0.3 %
UNC STUDENT STORES	6	0.3 %
PITTSBORO ST	6	0.3 %
HOSPITAL	6	0.3 %
PAUL HARDIN DR	6	0.3 %
UNC HOSPITALS	6	0.3 %
SITTERSON	6	0.3 %
605 JONES FERRY RD	6	0.3 %
FRANKLIN	6	0.3 %
HWY 54	6	0.3 %
SCHOOL OF PUBLIC HEALTH	6	0.3 %
MEADOWMONT	5	0.3 %
UNIVERSITY PLACE	5	0.3 %
RALEIGH RD	5	0.3 %
COLUMBIA	5	0.3 %
FAMILY MEDICINE	4	0.2 %
COLUMBIA & FRANKLIN	4	0.2 %
RALEIGH ST	4	0.2 %
SV	4	0.2 %
FRAT COURT	4	0.2 %
CARRINGTON HALL	4	0.2 %
CHAPEL RIDGE	4	0.2 %

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

Q11. Address or closest intersection to destination	Number	Percent
BOWLES DR	4	0.2 %
15-501	4	0.2 %
CAROLINA COFFEE SHOP	4	0.2 %
HOMESTEAD RD	4	0.2 %
UNIVERSITY MALL	4	0.2 %
WEAVER ST	4	0.2 %
HOMESTEAD	4	0.2 %
AUTUMN WOODS	4	0.2 %
MILL CREEK	4	0.2 %
JONES FERRY RD	4	0.2 %
COLUMBIA AND CAMERON	4	0.2 %
SMITH LEVEL	4	0.2 %
CHAPLE RIDGE	3	0.2 %
NC 54	3	0.2 %
MAIN ST	3	0.2 %
DAVIE RD	3	0.2 %
PAUL HARDIN AND MANNING	3	0.2 %
CAMPUS	3	0.2 %
STUDENT UNION	3	0.2 %
UNC CHAPEL HILL	3	0.2 %
ESTES	3	0.2 %
HOMESTEAD & MLK	3	0.2 %
RR LOT	3	0.2 %
HILLSBOROUGH/MLK	3	0.2 %
BOOKER CREEK	3	0.2 %
CAMERON AND COLUMBIA	3	0.2 %
STADIUM DR	3	0.2 %
ESTES & FRANKLIN	3	0.2 %
COLUMBIA & CAMERON	3	0.2 %
222 OLD FAYETTEVILLE RD	3	0.2 %
MLK AND HOMESTEAD	3	0.2 %
MANNING AND SKIPPER BOWLES	3	0.2 %
SOUTH RD & STADIUM DR	3	0.2 %
AIRPORT DR	3	0.2 %
SOUTH ROAD	3	0.2 %
MANNING DRIVE	3	0.2 %
WEAVER DAIRY RD	3	0.2 %
303 SMITH LEVEL RD	3	0.2 %
MLK/HILLSBOROUGH	3	0.2 %
SOUTH RD AND RALEIGH ST	3	0.2 %
OLD FAYETTEVILLE RD	3	0.2 %
U MALL	3	0.2 %
FRANKLIN ST COFFEE SHOP	3	0.2 %
HAMILTON RD	3	0.2 %
CARRBORO PLAZA	3	0.2 %
601 JONES FERRY RD	3	0.2 %
ELIZABETH ST	2	0.1 %
UNC HEALTH SCIENCES LIBRARY	2	0.1 %
FRIDAY CENTER DR	2	0.1 %
SOUTH & RALEIGH	2	0.1 %
MANNING AND COLUMBIA	2	0.1 %
COLUMBIA/FRANKLIN	2	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
WEST MAIN ST	2	0.1 %
ROSEMARY ST	2	0.1 %
SKIPPER BOWLES DR	2	0.1 %
MLK AND LONGVIEW	2	0.1 %
COLUMBIA AND MANNING DR	2	0.1 %
CREDIT UNION	2	0.1 %
MARTIN LUTHER KING JR BLVD	2	0.1 %
EASTOWNE DR	2	0.1 %
S ESTES DR	2	0.1 %
UNC HOSPTIALS	2	0.1 %
411 SKIPPER BOWLES DR	2	0.1 %
HOSPITAL UNC	2	0.1 %
COLUMBIA/CAMERON	2	0.1 %
1105 W NC HWY 54 BYPASS	2	0.1 %
MLK AND LONGVIEW ST	2	0.1 %
2701 HOMESTEAD RD	2	0.1 %
COLUMBIA AND FRANKLIN	2	0.1 %
PITTSBORO CREDIT UNION	2	0.1 %
EPHESUS CHURCH RD	2	0.1 %
UNC-CH	2	0.1 %
54 AND FRIDAY CENTER	2	0.1 %
COLUMBIA AND MANNING	2	0.1 %
S COLUMBIA AND MANNING	2	0.1 %
FRANKLIN ST AND RALEIGH RD	2	0.1 %
54 PARK AND RIDE	2	0.1 %
W CAMERON AVE	2	0.1 %
UNC CAMPUS	2	0.1 %
CHAPMAN HALL	2	0.1 %
SCHOOL OF SOCIAL WORK	2	0.1 %
DAVIE HALL	2	0.1 %
S COLUMBIA ST	2	0.1 %
UNC HEALTH SCIENCE LIBRARY	2	0.1 %
E FRANKLIN ST	2	0.1 %
JONES FERRY RD/OLD FAYETTEVILL	2	0.1 %
SOUTH RD AND STADIUM DR	2	0.1 %
JONES FERRY PARK AND RIDE	2	0.1 %
FRANKLIN & ESTES	2	0.1 %
CULBRETH RD	2	0.1 %
MANNING DR AT HOSPITAL	2	0.1 %
1521 E FRANKLIN ST	2	0.1 %
160 RIDGE RD	2	0.1 %
MLK & HOMESTEAD	2	0.1 %
54/FRIDAY CENTER	2	0.1 %
PHILLIPS HALL	2	0.1 %
JONES FERRY & DAVIE	2	0.1 %
104 SOUTH RD	2	0.1 %
FAYETTEVILLE & JONES FERRY	2	0.1 %
STUDENT STORE	2	0.1 %
VILLAGE DR	2	0.1 %
COLUMBIA AND MASON FARM RD	2	0.1 %
WEAVER DAIRY	2	0.1 %
120 SOUTH RD	2	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
TAR HILL DR	2	0.1 %
BPW CLUB RD	2	0.1 %
SOUTH RD AT STUDENT STORES	2	0.1 %
AIRPORT DRIVE	2	0.1 %
VARSITY THEATER	2	0.1 %
BAITY HILL	2	0.1 %
PAUL HARDIN DR AND MANNING DR	2	0.1 %
AMBULATORY CARE CENTER	2	0.1 %
MANNING/COLUMBIA	2	0.1 %
201 SOUTH RD	2	0.1 %
MANNING DR (HOSPITAL)	2	0.1 %
LONGVIEW ST & COLUMBIA	2	0.1 %
515 PAUL HARDIN DR	2	0.1 %
SKIPPER BOWLES/MANNING	2	0.1 %
SOUTH RD & COLUMBIA	2	0.1 %
PRITCHARD AVE	2	0.1 %
MANNING AND RIDGE RD	2	0.1 %
CANTERBURY TOWNHOMES	2	0.1 %
HINTON JAMES	2	0.1 %
MLK & HILLSBOROUGH ST	2	0.1 %
SOUTH RD/RALEIGH RD	2	0.1 %
501 JONES FERRY RD	2	0.1 %
SOUTH & COLUMBIA	2	0.1 %
S COLUMBIA	2	0.1 %
MANNING DR AT HINTON JAMES	2	0.1 %
NORTHFIELD	2	0.1 %
125 MASON FARM RD	2	0.1 %
KINGSWOOD HWY 54	2	0.1 %
SITTERSON HALL UNC	2	0.1 %
MANNING AND PAUL HARDIN DR	2	0.1 %
COLUMBIA AT SITTERSON HALL	2	0.1 %
FETZER HALL	2	0.1 %
POPLAR AND DAVIE	2	0.1 %
KINGSWOOD APT	2	0.1 %
ESTES & MLK	2	0.1 %
PAUL HARDIN DRIVE	2	0.1 %
BATTLE LANE	2	0.1 %
101 MANNING	2	0.1 %
ROYAL PARK APTS	2	0.1 %
HWY 55	2	0.1 %
MASON FARM RD/COLUMBIA	2	0.1 %
BREADMENTON ON W ROAASEMARY	1	0.1 %
ELLIOTT RD/FRANKLIN	1	0.1 %
SOUTH RD AT STUDENT UNION	1	0.1 %
N GREENSBORO ST & PINE GROVE	1	0.1 %
FARRINGTON HALL	1	0.1 %
COPPER ST	1	0.1 %
CAMERON ST	1	0.1 %
HAMILTON ROAD	1	0.1 %
N GREENSBORO & OAK ST	1	0.1 %
200 CULBRETH RD	1	0.1 %
HIGH ST	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
FC PARK & RIDE	1	0.1 %
STUDENT STORES UNC	1	0.1 %
MERRITT MILL	1	0.1 %
MANNING DR & PAUL HARDIN DR	1	0.1 %
HILLSBOROUGH ST	1	0.1 %
ESTES PARK	1	0.1 %
PRITCHARD EXT & UNSTEAD DR	1	0.1 %
FRANLING & HILLSBOROUGH	1	0.1 %
EAST TOWNE RD	1	0.1 %
UNC HOSPITAL/CANTERBURY	1	0.1 %
202 BROAD ST	1	0.1 %
UNC HSL	1	0.1 %
HIGH ST & HILLSBOROUGH RD	1	0.1 %
PUBLIC HEALTH LIBRARY	1	0.1 %
FRIDAY CENTER & 54	1	0.1 %
MLK BLVD/HOMESTEAD	1	0.1 %
PAST I-40	1	0.1 %
HOMESTEAD RD /MLK	1	0.1 %
MLK & ESTES	1	0.1 %
HOESTEAD & AIRPORT RD (MLK)	1	0.1 %
N COLUMBIA & USLET ST	1	0.1 %
DOBBINS DR & ERWIN RD	1	0.1 %
STUDENT UNION UNC	1	0.1 %
CULBRETH RD /SMITH REED RD	1	0.1 %
LONGVIEW ST	1	0.1 %
INTERSECTION BEFORE CHAPEL RID	1	0.1 %
CADWELL & CHURCH	1	0.1 %
MARKET ST	1	0.1 %
PITTSBURG ST AT CREDIT UNION	1	0.1 %
ERWIN & COSGROVE	1	0.1 %
125 SOUTH RD	1	0.1 %
BACHEE CHAPEL & MEADOWMONT	1	0.1 %
CHANNING LN	1	0.1 %
NORTHSIDE MIDDEL SCH	1	0.1 %
CADWELL ST	1	0.1 %
FRATERNITY CT	1	0.1 %
WILSON LIBRARY, UNC-CU	1	0.1 %
FORDHAM BLUE/MEADOWMONT	1	0.1 %
N GREENSBORO ST	1	0.1 %
OITTSBORO & MCCAULEY	1	0.1 %
GILLINGS SCHOOL AT PUBLIC HEAL	1	0.1 %
HILLSBOROUGH ST & MLK BLVD	1	0.1 %
202 E ROSEMARY	1	0.1 %
FORDHAM & ESTES	1	0.1 %
104 METVILLE LOOP	1	0.1 %
E MAIN/REALITY ST	1	0.1 %
POPLAR AVE	1	0.1 %
CHAPLE NEW APTS	1	0.1 %
27510 GOLDSTON HIGH	1	0.1 %
SOUTHERN VILLAGE/COLUMBIA	1	0.1 %
NORHFEILD & MLK	1	0.1 %
COWBORO ELEMENTARY SCHOOL	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
SOUTH RD & STUDENT STORES	1	0.1 %
SOUTH RD/STUDENT STORES	1	0.1 %
73 HAMILTON RD, CHAPEL HILL	1	0.1 %
COLUMBIA & CONESON	1	0.1 %
500 UNSTEAD DR	1	0.1 %
ACROSS THE STREET	1	0.1 %
NORTH & HILLSBORO	1	0.1 %
E FRANKLIND & ESTES	1	0.1 %
PITTSBORO & MCLANDING	1	0.1 %
WEAVER & LINDSAY	1	0.1 %
UNC LIBRARY	1	0.1 %
OLD SAGE ROAD	1	0.1 %
S JEFFERSON RD	1	0.1 %
105 WESLEY ST	1	0.1 %
CULBRETH	1	0.1 %
MLK & RALIEGH ST	1	0.1 %
HIGH ST/HILLBOROUGH (CARRBORO)	1	0.1 %
HILLSBOROUGH & MLK	1	0.1 %
PITTBORO ST CREDIT UNION	1	0.1 %
CHANGES/VARIES	1	0.1 %
FIDELITY ST & MAIN ST	1	0.1 %
FED COURT	1	0.1 %
54 HWY	1	0.1 %
POPLAR & DAVIE	1	0.1 %
DAVE RD/POPLAR AVE	1	0.1 %
555 PAUL HARDIN DR	1	0.1 %
CARR MILL MALL	1	0.1 %
MAIN ST CARRBORO	1	0.1 %
SEVERIN & WENER	1	0.1 %
FRANKLIN AT MERRITT MILL	1	0.1 %
MAIN ST/WEAVER ST	1	0.1 %
HIGH & HILLSBOROUGH	1	0.1 %
SUNSET DR & ROSEMARY	1	0.1 %
OLD DURHAM	1	0.1 %
MARK & FIDELITY ST	1	0.1 %
FORSYTH & LEGION	1	0.1 %
GRACE CHURCH	1	0.1 %
954 W POPLAR	1	0.1 %
ELIZABTH ST & FRANKLIN	1	0.1 %
S RD & N COLUMBIA ST	1	0.1 %
HILLSBORO & PINE	1	0.1 %
MLK/BARCLAY	1	0.1 %
400 WPOPLAR AVE	1	0.1 %
JONES FERRY AT ABBEY COURT	1	0.1 %
E FRANKLIN & S COLUMBIA	1	0.1 %
OLD OXFORD RD & BOOKER CRK RD	1	0.1 %
MANNING & EMERY DR	1	0.1 %
TRADER JONES	1	0.1 %
FRANKLIN WOODS APTS	1	0.1 %
1512 E FRANKLIN ST	1	0.1 %
W POPLAR AVE & NC 54	1	0.1 %
PAUL HARDIN	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
MILL ROSE RD	1	0.1 %
1800 E FRANKLIN S	1	0.1 %
PAUL HARDIN & MANNING	1	0.1 %
FRANKLIN ST AT VARSITY THEATER	1	0.1 %
106 HILLSBOROUGH RD	1	0.1 %
220 ELIZABETH ST	1	0.1 %
FRANKLIN/ESTES	1	0.1 %
HEALTH SCIENCE	1	0.1 %
ELIZABETH ST/FRANKLIN ST	1	0.1 %
UNC AMBULATORY CARE	1	0.1 %
MANNING PARKING	1	0.1 %
PITSBORO ST AT SECU	1	0.1 %
COLUMBIA/MANNING	1	0.1 %
BPW RD	1	0.1 %
COLERDIGE RD	1	0.1 %
CAROLINA AVE	1	0.1 %
FRANKLIN/GLENDALE	1	0.1 %
BPW & SMITH LEVEL RD	1	0.1 %
SITTERSON MALL	1	0.1 %
EUBANKS P&R LOT	1	0.1 %
HIGH ST AT GOLDSTON	1	0.1 %
COOPER ST	1	0.1 %
STOP 3	1	0.1 %
201 CONNER DR	1	0.1 %
BPW	1	0.1 %
FRANKLIN ST UNV	1	0.1 %
107 CATHY RD	1	0.1 %
COLUMBUS & FRANKLING FOR WORK	1	0.1 %
FRANKLIN & CHURCH ST	1	0.1 %
ON E FRANKLIN	1	0.1 %
500 HOMESTEAD	1	0.1 %
2525 BOOKER CREEK RD	1	0.1 %
NOTTINHILL APTS	1	0.1 %
MLK AT HILLSBOROUGH ST	1	0.1 %
EARE RD AND VILLAGE DR	1	0.1 %
FRANKLIN & VARSITY THEATER	1	0.1 %
FRANKLIN ST AT VARSITY	1	0.1 %
ELLIOT AND FRANKLIN ST	1	0.1 %
LEGION DR	1	0.1 %
NORTH COLUMBIA & STINSTON	1	0.1 %
SMITH LEVEL & BPW	1	0.1 %
WEST & MANNING ST	1	0.1 %
MORNINGSIDE DR	1	0.1 %
SMITH LOVEL AT CULBRETH	1	0.1 %
223 JAY ST	1	0.1 %
JAMES ST	1	0.1 %
FRIDAYCENTER	1	0.1 %
RANKLIN ST AT GLENDALE DR	1	0.1 %
ESTES & FRANKLIN ST	1	0.1 %
54 & MEADOWMONT VILLAGE	1	0.1 %
KILDARE & CHOPPERLINE DR	1	0.1 %
S ELLIOT	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
LITTLE COURT	1	0.1 %
CARRBORO CENTURY CENTER	1	0.1 %
MCDOUBLE MIDDLE	1	0.1 %
ESTER/N GREENSBORO ST	1	0.1 %
CARRBORO ELEMENTARY	1	0.1 %
ELLITOT RD AT WFM	1	0.1 %
B SCHOOL	1	0.1 %
PAUL HARDIN/MANNING DR	1	0.1 %
ESTES & WILLOW	1	0.1 %
SIMPSON & W MAIN	1	0.1 %
PLANT RD ON E FRANKLIN ST	1	0.1 %
440 W FRAKNLIN	1	0.1 %
CORRBORO PLAZA	1	0.1 %
W ROSEMARY ST	1	0.1 %
MCDOULGE	1	0.1 %
HONEYCUCKLE & SEDGEGIELD	1	0.1 %
BOLINWOOD DR /HILLSBOROUGH ST	1	0.1 %
U-MALL ON ESTES DR	1	0.1 %
E FRANKLIN ST & ELLIOT RD	1	0.1 %
UNC CAMPUS, SCHOOL OF PHARMACY	1	0.1 %
AMBULATORY CENTER	1	0.1 %
BOSLER CREEK	1	0.1 %
CROSS OF FRANKLIN CREEK RD	1	0.1 %
BOOKER CREEK APTS	1	0.1 %
WEAVER DAIRY/ERWIN	1	0.1 %
RALEIGH & CAMERON	1	0.1 %
BROOKSIDE CONDS (HILLSBOROUGH)	1	0.1 %
MIDLAWN SOL APT	1	0.1 %
UNIVERSITY MALL PLACE	1	0.1 %
COLUMBIA/PITTSBORO	1	0.1 %
ELLIOT RD AT BURGER KING	1	0.1 %
S ESTES	1	0.1 %
FRANKLIN/CAROLINA COFFEE	1	0.1 %
EASTTOWNE	1	0.1 %
S COLUMBIA & MASON FARM RD	1	0.1 %
JONES FERRY RD/OLD DAIRY RD	1	0.1 %
JONES FERRY/ASHBROOK APTS	1	0.1 %
OLD FAYETTERVILLE RD	1	0.1 %
54 PARK & RIDE	1	0.1 %
COLUMBIA ST & SOUTH RD	1	0.1 %
OLD FAYETTEVILLE & JONES FERRY	1	0.1 %
JONES FERRY & FAYTETTEVILLE	1	0.1 %
COLUMBIA AT HEALTH SCIENCE	1	0.1 %
UNC HEALTH SCIENCE	1	0.1 %
JONES FERRY & BERRY HILL	1	0.1 %
NC 54 AT CAROLINA APTS	1	0.1 %
LOCUST ST	1	0.1 %
ROSEMARY & SUNSET	1	0.1 %
OLD FAYEETEVILLE & JONES FERRY	1	0.1 %
MASON FARM RD & COLUMBIA	1	0.1 %
WEAVER & STREET MARKET	1	0.1 %
RTE 54 AT BERKSHIRE MANOR W	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
ASHBROOK APTS	1	0.1 %
BERKSHIRE MANOR WEST	1	0.1 %
NC 54 & N POPLAR	1	0.1 %
MEDICAL DR & COLUMBIA	1	0.1 %
COWBORO PLAZA	1	0.1 %
112 NC 54 CARRBORO	1	0.1 %
CAMERON AVE & COLUMIBA ST	1	0.1 %
J FERRY RD & S OLD FAYETTEVILL	1	0.1 %
S COLUMBIA & MANNING	1	0.1 %
MASONFARM RD/SOUTH COLUMBIA	1	0.1 %
J FERRY RD/OLD FAYETTEVILLE	1	0.1 %
S COLUMBIA AT SITTERSON HALL	1	0.1 %
UNC HEALTH SCHIENCE LIBRARY	1	0.1 %
MANNING & COLUMBIA DR	1	0.1 %
ROCK HAVEN RD @ SMITH LEVEL RD	1	0.1 %
SAGE RD & COLERIDGE RD	1	0.1 %
JONES FERRY & OLD FAYETTEVILLE	1	0.1 %
JOENS FERRY	1	0.1 %
S COLUMBIAN & MASON FARM RD	1	0.1 %
MCCAULEY ST & CAMERON AVE	1	0.1 %
COLUMBIA AND MASON FARMS	1	0.1 %
POPLAR & 54	1	0.1 %
BONDURNT HALL UNC	1	0.1 %
SOUTH COLUMBIA & CAMEROAN AVE	1	0.1 %
COLUMBIA ST AT SITTERSON HALL	1	0.1 %
SITTERSON (COLUMBIA ST)	1	0.1 %
W ROSEMARY	1	0.1 %
HEALTH SCHIENCE LIBRARY	1	0.1 %
131 SOUTH RD	1	0.1 %
GET OFF AT SITTERSON HALL	1	0.1 %
MASON FARM & COLUMBIA	1	0.1 %
UNC STUDENT STAES	1	0.1 %
YMCA	1	0.1 %
COLUMBIA & MASONFARM	1	0.1 %
SCHOOL	1	0.1 %
S COLUMBIA & MSON FARM	1	0.1 %
VARIES	1	0.1 %
120 MASON FARM RD	1	0.1 %
WEST POPLAR AVE & NC 54	1	0.1 %
S COLUMBIA AT CARRINGTON HALL	1	0.1 %
FIDELITY/DAVIE STS CARRBORO	1	0.1 %
MACNIDOR HALL	1	0.1 %
110 W MAIN ST	1	0.1 %
UNC SOUTH RD & COLUMBIA	1	0.1 %
UNC GENETIC MEDICINE BLDG	1	0.1 %
NSC 54 AT WESTBROOK DR	1	0.1 %
SOUTH RD & RALEIGH RD	1	0.1 %
AUTUM WOODS 222 OLF FAYETTEVIL	1	0.1 %
128 MALLARD CT	1	0.1 %
SITTERSON HALL UNC CAMPUS	1	0.1 %
HYW 54 CARROBOR PLAZA	1	0.1 %
HWY 54 & FAYETTEVILLE RD	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
JONES FERRY & OLD GREENSBORO	1	0.1 %
AUTUMN WOODS APT	1	0.1 %
AIRPORT DR/N ESTES	1	0.1 %
PITSSBORO & S COLUMBIA	1	0.1 %
AUTUMN WOODS APTS	1	0.1 %
OLD FAYETTEVILLE RD/JONES FERR	1	0.1 %
SITTESON	1	0.1 %
COLUMBIA & SOUTH ST	1	0.1 %
HBBARD & ANNING	1	0.1 %
FORDHAM BLVD & OLD MASON FARM	1	0.1 %
55 & FINLEY GOLF COURSE	1	0.1 %
FRANKLIN ST & MILTON AVE	1	0.1 %
SECU HOUSE	1	0.1 %
54 & P & R LOT	1	0.1 %
54 TO GO TO HU	1	0.1 %
54 PARK	1	0.1 %
UNC CREDIT UNION	1	0.1 %
DREW HILL LANE	1	0.1 %
N ESTES & FRANKLIN ST	1	0.1 %
OLD CHAPLE HILL RD	1	0.1 %
OLD STERLING RD & SAGE RD	1	0.1 %
UNC HOSPITAL & MANNING DR	1	0.1 %
PITTSBORO ST & UNIVERSITY DR	1	0.1 %
UNC CAMPUS-SECU	1	0.1 %
CAROLINA AVE & FRANKLIN	1	0.1 %
FRANKLIN DR & COLUMBIA	1	0.1 %
NORTHWOOD & EUBANKS	1	0.1 %
SOUTH RD & S COLUMBIA	1	0.1 %
DOGWOOD ACRES	1	0.1 %
SMITH LEVEL RD/CLUB HOUSE	1	0.1 %
MANNING & PERKINS DR	1	0.1 %
COLUMBIA & SOUTH	1	0.1 %
COLUMBIA & ABERNTHY	1	0.1 %
RR LOT (ESTES BLVD)	1	0.1 %
LEGION RD	1	0.1 %
BLM ST	1	0.1 %
RRLOT	1	0.1 %
UNC LAW SCHOOL	1	0.1 %
FRANKLIN ST & ELLIOT	1	0.1 %
HIGHLAND HILLS	1	0.1 %
ROSEMARY & HILLSBOROUGH	1	0.1 %
310 MCMASTERS ST	1	0.1 %
ELLIOT RD/EAST FRANKLIN	1	0.1 %
180 BPW CLUB RD CARRBORO	1	0.1 %
ROCK HAVEN & SMITH LEVEL RD	1	0.1 %
MITCHELL LN AT CADWELL	1	0.1 %
601 W ROSEMARY ST	1	0.1 %
GREENSBORO & MILTON DR	1	0.1 %
MCDOUGLE SCHOOL	1	0.1 %
135 DUER DR	1	0.1 %
E FRANKLIN ST AT COFFEE SHOP	1	0.1 %
102 JUBLIEE DR	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
HILLSBORO	1	0.1 %
KENON FLOGLER BUS SCHOOL	1	0.1 %
FC	1	0.1 %
601 MEADOWMONT VILLAGE CIR	1	0.1 %
HILLSBOROUGH & SIMPSON	1	0.1 %
SENWELL SCHOOL	1	0.1 %
FRANKLIN AND ROSEMARY	1	0.1 %
ROGER RD	1	0.1 %
MANNING DR & SOUTH RD	1	0.1 %
LONGVIEW & N COLUMBIA	1	0.1 %
DOBBINS/FOXCROFT	1	0.1 %
540PAUL HARDIN	1	0.1 %
HWY 53 AND HWY 51-501	1	0.1 %
MANING DR	1	0.1 %
7	1	0.1 %
UNIVERSITY DR	1	0.1 %
101 LEGACY TERR	1	0.1 %
ESTES HILLS ELEMENTARY	1	0.1 %
BOOKER CREEK RD	1	0.1 %
UMSTEAD & MLK	1	0.1 %
HAMILTON RD AT RALEIGH	1	0.1 %
ESTES & WILLOW DR	1	0.1 %
HAMILTON & RALEIGH RD	1	0.1 %
RALEIGH RD AT HAMILTON RD	1	0.1 %
PHILLIPS HALL -CAMERON	1	0.1 %
WORTH GREENSBORO	1	0.1 %
REDBUD LANED/HONEYSUCKLE STOP	1	0.1 %
BOOKER CREEK/FOXWOOD	1	0.1 %
HONEYSUCKLE AT BOOKER CREEK	1	0.1 %
HONEYSUCKLE & SIEDSFIELD	1	0.1 %
MLK JR AND ESTES	1	0.1 %
HILLSBOROUGH & BOLINWOOD	1	0.1 %
1822 N LAKESHORE	1	0.1 %
FOXWOOD AT HONEYSUCKLE RD	1	0.1 %
BIM ST	1	0.1 %
S ORANGE HEALTH SERVICES	1	0.1 %
SMITH LEVEL & ROCK HAVEN	1	0.1 %
LINDSAY ST	1	0.1 %
STERLING BLUFF	1	0.1 %
SMITH LEVEL RD /BPW CLUB RD	1	0.1 %
ROCKHAVEN RD	1	0.1 %
GRESNBORO & MAIN	1	0.1 %
JONES FERRY P &R	1	0.1 %
NC 54 BYPASS 1100 W	1	0.1 %
ROCK HAVEN/CAARRBORO HIGH SCH	1	0.1 %
MCCAULEY ST	1	0.1 %
WEAVER ST/CARRBORO	1	0.1 %
W CARR ST ST S GREENSBORO ST	1	0.1 %
DAVID RD & JONES FERRY RD	1	0.1 %
JONES FERRY & LAUREL	1	0.1 %
CAROLINA PATS	1	0.1 %
5	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
ROCK HAVEN & SMITH LEVEL	1	0.1 %
E MEAS ST	1	0.1 %
FRANKLIN & S COLUMBIA	1	0.1 %
N GREENSBORO ST & MAIN ST	1	0.1 %
CARRBORO HS/316 W ROSEMARY	1	0.1 %
404 JONES PERRY RD	1	0.1 %
PTA THRIFT SHOP	1	0.1 %
TOWN HALL	1	0.1 %
CW AT ROSEMARY AND GRAHAM	1	0.1 %
MUNICPAL PARKING LOT	1	0.1 %
SMITH LEVEL/BPW	1	0.1 %
1060 HWY 54 CHASE PARK APR	1	0.1 %
BPW AT VILLAGES	1	0.1 %
S COLUMBIA & HSL	1	0.1 %
JONES FERRY & DAVIE RD	1	0.1 %
GLEN LENNOX	1	0.1 %
NC 54 AT LAUREL RIDGE	1	0.1 %
COLUMBIA/SOUTH RD	1	0.1 %
CALDWELL-MITCHELL	1	0.1 %
SHADOWOOD	1	0.1 %
FRAT CT	1	0.1 %
COLUMBIA & MANNING DR	1	0.1 %
UNC HOSPITAL, SOUTHERN VLG APT	1	0.1 %
WEST MAIN & 54	1	0.1 %
MLK/LONGVIEW	1	0.1 %
FRAT CIR (COLUMBIA AT CAMERON)	1	0.1 %
MARISCO HALL, MASON FARM RD	1	0.1 %
MLK/54	1	0.1 %
ASHLEY FOREST RD	1	0.1 %
NORTHWOOD DR & EUBANKS	1	0.1 %
833 N HERITAGE CIR	1	0.1 %
MLK BLVD ACROSS FROM PERKINS	1	0.1 %
EUBANKS RD	1	0.1 %
TIMBER HOLLOW/MLK	1	0.1 %
HOMESTEAD MLK	1	0.1 %
STATESIDE DR & RIGGS BEE TRL	1	0.1 %
TIMLEY HOLLOW	1	0.1 %
AIRPORT DR & MLK	1	0.1 %
SOUTHERN VILLAGE P & R	1	0.1 %
FIDELITY & MAIN ST	1	0.1 %
WESTMINSTER CIR	1	0.1 %
N ESTES DR	1	0.1 %
1	1	0.1 %
CENTRAL CAMPUTS	1	0.1 %
S COLUMBIA & OLD PITTSBORO	1	0.1 %
CONNER DR	1	0.1 %
ACC BLDG	1	0.1 %
W DRIVE AND MASON FARM RD	1	0.1 %
700 MLK JR BLVD	1	0.1 %
MLK & HOMESTEAD RD	1	0.1 %
AMBULATORY AVE	1	0.1 %
SMITH LEVEL	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
GOVERNORS DR & MT CARMEL CHURC	1	0.1 %
FRANKLIN ST-VARSITY	1	0.1 %
FRANKLING & COLUMBIA	1	0.1 %
SOUTHERN VILLAGE PARK N RIDE	1	0.1 %
S COLUMBIA ST UNC HOSPITAL	1	0.1 %
EAST DR	1	0.1 %
SV PARK N RIDE	1	0.1 %
SOUTHERN VILLAGE P & R LOT	1	0.1 %
PLAZA	1	0.1 %
W FRANKLIN	1	0.1 %
S COLUMBIA, HEALTH SCIENCE LIB	1	0.1 %
SECU, PITTSBORO	1	0.1 %
AIRPORT & MLK BLVD	1	0.1 %
MANNING DR & COLUMBIA ST	1	0.1 %
112 FONDERS RIDGE DR	1	0.1 %
NC BOTANICAL GARDEN/RONALD MCD	1	0.1 %
SHADEWOOD APT	1	0.1 %
HUMAN SERVICES	1	0.1 %
SHADEWOOD/UNC HOSPITAL	1	0.1 %
SHADEWOOD	1	0.1 %
SHADEWOOD APTS	1	0.1 %
ACMERON AVE AT COLUMBIA ST	1	0.1 %
STATESIDE DR	1	0.1 %
DAIRY/MLK	1	0.1 %
MANNING DR/UNC HOSPITAL	1	0.1 %
EHRINGHEUES DOM	1	0.1 %
COLUMBIA & CAMERON ST	1	0.1 %
WILLIAMSON DR	1	0.1 %
DAVIS LIBRARY	1	0.1 %
KENAN DR	1	0.1 %
OLD WELL/CAMERON AVE	1	0.1 %
RALEIGH ST AT CONNER HALL	1	0.1 %
SOUTH RD & RALEIGH ST	1	0.1 %
FAMILY MEDICINE PRACTICE	1	0.1 %
6000 MLK JR BLVD	1	0.1 %
51 5 HINTON JAMES DR	1	0.1 %
PAUL HARDIN X MANNING	1	0.1 %
SHADOWOOD APTS	1	0.1 %
SKIPPER BOWLES/MANNING DR	1	0.1 %
MANNING /HIBBARD	1	0.1 %
KEANAN FLAGLER BUS SCH	1	0.1 %
IDK, ONE AT PEABODY HALL	1	0.1 %
ACKLAND CENTER	1	0.1 %
SOUTH RD & COLUMBIA ST	1	0.1 %
CHURCH/ROSEMARY	1	0.1 %
UNC HOSPTIAL	1	0.1 %
VILLAGE	1	0.1 %
HWY 54 INTERSECTION W/15-501	1	0.1 %
KEANAN FLAGER BUS SCHOOL	1	0.1 %
MANNING DR AND BOWLES	1	0.1 %
E HAUS	1	0.1 %
BOWLES	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
HILLSBORO & MLK	1	0.1 %
100 SLUDA CT	1	0.1 %
SECU	1	0.1 %
WEARVER DAIRY/MLK	1	0.1 %
MLJ & WEAVER DAIRY	1	0.1 %
MANNING DR & EAST DRIVE	1	0.1 %
FRANKLIN ST & COUCH ST	1	0.1 %
LONGVIEW /MLK	1	0.1 %
WEAVER DAIRY RD/KINGSTON ST	1	0.1 %
FOODLION	1	0.1 %
COLUMBIA/ROSEMARY	1	0.1 %
SHADOWOOD DR	1	0.1 %
TIMBERLYN	1	0.1 %
CHAPEL RIDGE APTS	1	0.1 %
114 E CAMERON AVE	1	0.1 %
CROSS CREEK	1	0.1 %
MLK & N COLUMBIA	1	0.1 %
BAITY HILL AND LAW SCHOOL	1	0.1 %
RALEIGH AND FRANKLIN ST	1	0.1 %
RALEIGH ST & SOUTH RD	1	0.1 %
RALEIGH & FRANKLIN	1	0.1 %
KENAN FLAGLER BUS SCHOOL	1	0.1 %
HINTON JAMES BUS STOP	1	0.1 %
COLUMBIS/FRANKLIN ST	1	0.1 %
FRAKNLIN/COLUMBIA	1	0.1 %
FRANLIN AT CARLINA COFFEE SHOP	1	0.1 %
MANNING & BOWLES	1	0.1 %
450 EHRINGHAUS DR	1	0.1 %
MANNING DR & KIPPER BOWLES	1	0.1 %
E FRANKLIN & ESTES DR	1	0.1 %
KFBS	1	0.1 %
E ROSEMARY & HILLSBORO ST	1	0.1 %
RALEIGH ST AT SPENCE	1	0.1 %
MANNING & PUBLIC SAFETY	1	0.1 %
HIBBARD AND MANING	1	0.1 %
MASON FARM RD/AMB CARE	1	0.1 %
BOOKER CR & OLD OXFORD	1	0.1 %
FRANKLIN STREET	1	0.1 %
E FRANKLIN STREET	1	0.1 %
POPLAR & 54TH	1	0.1 %
411 SKIPPER BOWLES DRIVE	1	0.1 %
MANNING AT SKIPPER BOWLES DR	1	0.1 %
1310 EPCESS CHURCH RD #14	1	0.1 %
BOWLES DR AND MANNING	1	0.1 %
840 OLD FAYETTEVILLE RD	1	0.1 %
SKIPPER BOWLS/MANNING	1	0.1 %
FRANKLIN AND RALEIGH	1	0.1 %
SKIPPER BOWLES/WAT DRIVE	1	0.1 %
HILLSBOURGH RD	1	0.1 %
UNC - SOUTH ROAD	1	0.1 %
RR LOT ESTES DRIVE	1	0.1 %
ROSENARY ST AND FRANKLIN	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
COLUMBIA/MLK	1	0.1 %
HOSPITAL STOP	1	0.1 %
FRANKLIN ST AND N COLUMBIA	1	0.1 %
SOUTH ROAD/STADIUM DRIVE	1	0.1 %
COLUMBIA ST AND MEDICAL DR	1	0.1 %
JONES FERRY/OLE FAYETTEVILLE	1	0.1 %
RALEIGH AND SOUTH	1	0.1 %
ABBEY LANE	1	0.1 %
MERRITT MILL RD	1	0.1 %
HEALTH SCIENCE LIBRARY ON UNC	1	0.1 %
JONE FERRY	1	0.1 %
MLK BLVD AND HILLSBOROUGH RD	1	0.1 %
UNC PHARMACY SCHOOL	1	0.1 %
WALGREENS ON FRANKLIN	1	0.1 %
NEAR HILTON JAMES	1	0.1 %
UNC BUSINESS SCHOOL	1	0.1 %
COUNTRY CLUB RD AND COLUMBIA	1	0.1 %
CAMERA AVE	1	0.1 %
RALIGH ST	1	0.1 %
STUDENT STORES AT UNC	1	0.1 %
RALEIGH ST, SOUTH RD	1	0.1 %
SOUTH ROAD STOP	1	0.1 %
CRAIGE DORM, HORTON U STOP	1	0.1 %
LEGION & SCARLETT	1	0.1 %
OLD STERLING DR AT EASTOWNE	1	0.1 %
PHILIPS HALL	1	0.1 %
COLUMBIA ST AND CAMERON AVE	1	0.1 %
55	1	0.1 %
FINLEY FOREST	1	0.1 %
BURNING TREE	1	0.1 %
MANNING DRIVE, UNC HOSPITAL	1	0.1 %
GLENN LENNOX	1	0.1 %
HWY 54 AND FRIDAY CENTER DR	1	0.1 %
RALEIGH RD FIRDAY CENTER RD	1	0.1 %
FETZER GYM, SOUTH RD, UNC-CH	1	0.1 %
750 MLK JR BLVD	1	0.1 %
101 PHARMACY LANE	1	0.1 %
WOLLEN GYM STOP ON SOUTH	1	0.1 %
GLEN LENNOX SHOPPING CENTER	1	0.1 %
HAYES RD	1	0.1 %
JONES FERRY/OLD FAYETTEVILLE	1	0.1 %
MANNING DR AND COLOMBIA	1	0.1 %
COKER HALL OR NURSING SCHOOL	1	0.1 %
MANNING DRIVE AT UNC HOSPITAL	1	0.1 %
MLK & BARCLAY RD	1	0.1 %
SOUTH RD, RALEIGH RD	1	0.1 %
ROGERS RD	1	0.1 %
BURNING TREE RD	1	0.1 %
111 MASON FARM RD	1	0.1 %
ROUTE 54	1	0.1 %
UNC HEALTH SCI LIBRARY	1	0.1 %
THE ONE NEAR FRIDAY CENTER	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
UNC DENTAL SCHOOL	1	0.1 %
101 MANNING DR, 5BT	1	0.1 %
SOUTH COLUMBIA AND SOUTH RD	1	0.1 %
WEAVER MARKET	1	0.1 %
MANNING DR AND S COLUMBIA ST	1	0.1 %
NEAR UNC LAW SCHOOL	1	0.1 %
MANNING/S COLUMBIA	1	0.1 %
UNC SCHOOL OF NURSING	1	0.1 %
UNC AT MANNING DR	1	0.1 %
NEAR FRIDAY CENTER	1	0.1 %
RALEIGH/MEADOWMONT	1	0.1 %
COLUMBIA ST AND MANNING DR	1	0.1 %
UNC-CH, HEALTH SCIENCES LIBRAR	1	0.1 %
RIDGE RD	1	0.1 %
MANNING AND HOSPITAL DR	1	0.1 %
FED EX GEC BUILDING	1	0.1 %
BURBEE CHAPEL RD	1	0.1 %
54	1	0.1 %
PINEY MTN ROAD	1	0.1 %
CHAPEL RIDGE APARTMENTS	1	0.1 %
NORTHFIELD DR	1	0.1 %
MLK AND NORTHFIELD	1	0.1 %
NORTHFIELD DR AND MLK	1	0.1 %
RIGHT BY TIMBERLYNE	1	0.1 %
E CHAPEL HILL HIGH SCHOOL	1	0.1 %
MARSICO HALL	1	0.1 %
MLK AND WEAVER DAIRY	1	0.1 %
KINGSTON DR	1	0.1 %
DAVIE BUILDING ON CAMPUS	1	0.1 %
KENNINGTON TRACE	1	0.1 %
WESTMISTER DR	1	0.1 %
WESTMINSTER AND AIRPORT RD	1	0.1 %
FRANKLIN ST AND MLK	1	0.1 %
TIMBERLYNE RD	1	0.1 %
WEAVER DAIRY/MLK JR. BLVD	1	0.1 %
SHADOWOOD APT -CAMPUS	1	0.1 %
SCHULTZ ST	1	0.1 %
KENAN-FLAGLER BUSINESS SCHOOL	1	0.1 %
495 PAUL HARDIN DR	1	0.1 %
RAM VILLAGE	1	0.1 %
RALEIGH AND FRANKLIN	1	0.1 %
RALEIGH ST & RR LOT	1	0.1 %
KENAN	1	0.1 %
BONTY HILL DR	1	0.1 %
COLLINS CROSSING	1	0.1 %
CAROLINA INN	1	0.1 %
ROCK CREEK APT	1	0.1 %
LEGION & EPHESUS CHURCH	1	0.1 %
KENAN-FLOGLER BUSINESS SCHOOL	1	0.1 %
KENAN FLAGLER	1	0.1 %
STADIUM AND MANNING	1	0.1 %
520 WILLIAMSON DR	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
FEFZER GYM	1	0.1 %
FORDHAN HALL, MEDICAL DR	1	0.1 %
UNC SCHOOL OF GOVT	1	0.1 %
SCHOOL OF GOVERNMENT	1	0.1 %
MITCHELL/MCDADE	1	0.1 %
SOUTH ORANGE HUMAN SERVICES	1	0.1 %
MAIN HOSPITAL	1	0.1 %
RIDGE RD AND SOUTH RD	1	0.1 %
HARRISTEEFER	1	0.1 %
160 RIDGE ROAD	1	0.1 %
MEADOWMONT DR/BARBEE CHAPEL	1	0.1 %
WOUTH RD AND RIDGE RD	1	0.1 %
SCHOOL OF GOV	1	0.1 %
SOUTH AND COLUMBIA	1	0.1 %
MASON FARM ROAD AND COLUMBIA	1	0.1 %
HEALTH AND SCIENCE LIBRARY	1	0.1 %
BELL TOWER	1	0.1 %
S COLUMBIA AND MEDICAL DR	1	0.1 %
LAW SCHOOL	1	0.1 %
S ROAD/COLUMBIA ST	1	0.1 %
410 MARKET ST	1	0.1 %
S COLUMBIA ST AND S RD	1	0.1 %
S RD	1	0.1 %
BOOKER CREEK AND OLD OXFORD	1	0.1 %
MASON FARM RD AT ODUM VILLAGE	1	0.1 %
SE CREDIT UNION	1	0.1 %
MLK/HOMESTEAD	1	0.1 %
OLD OXFORD	1	0.1 %
COLUMBUS ST AND S RD	1	0.1 %
UNC SCHOOL	1	0.1 %
NC 54 E AND W POPLAR	1	0.1 %
131 S ROAD	1	0.1 %
MERRIT MILL AND COLUMBIA	1	0.1 %
HEALTH SCI LAB-N COLUMBIA ST	1	0.1 %
GENOME SCIENCE BUILDING	1	0.1 %
S OLD FAYETTEVILLE	1	0.1 %
FRAT COURT ON N COLUMBIA ST	1	0.1 %
HILLSBOROUGH AT TOWNHOUSE	1	0.1 %
MANNING DR/SKIPPER BOWLES	1	0.1 %
LINCOLN CENTER	1	0.1 %
SMITH CENTER	1	0.1 %
HSL AT UNC	1	0.1 %
NC 54 AT CAROLINA APARTMENTS	1	0.1 %
SMITH LEVEL & ROCK HAVEN RD	1	0.1 %
SKIPPER BOWLES AND KENAN DR	1	0.1 %
110 S ROBESON	1	0.1 %
SOUTH COLUMBIA	1	0.1 %
NORTH CAMPUS	1	0.1 %
CARRBORO TOWN HALL/MAIN ST	1	0.1 %
CW HIGH AND HILLSBOROUGH	1	0.1 %
PANERA BROAD	1	0.1 %
VARSITY THEATRE STOP	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
115 S COLUMBIA ST	1	0.1 %
COKER HALL	1	0.1 %
NEW EAST UNC-CU	1	0.1 %
N COLUMBIA AND FRANKLIN ST	1	0.1 %
CHECK ST	1	0.1 %
COLUMBIA AND PITTSBORO	1	0.1 %
CAMERON - COLUMBIA	1	0.1 %
300 E MAIN ST	1	0.1 %
UNC COLUMBIA	1	0.1 %
HEALTH SCIENCE CLUB	1	0.1 %
ROTC ARMONT	1	0.1 %
WEAVER ST REALTY	1	0.1 %
N GREENSBORO	1	0.1 %
NC 54 FENWAY	1	0.1 %
512 ROSEMARY	1	0.1 %
UNC SPH	1	0.1 %
S GREENSBORO	1	0.1 %
SMITH LVL RD	1	0.1 %
ROCK HAVEN ROAD	1	0.1 %
FRANK PORTER GRAHAM E	1	0.1 %
JONES FERRY AND DAVE	1	0.1 %
JONES FERRY AND DAVIE RD	1	0.1 %
UNC HOSPITALS, STOP AT SECU	1	0.1 %
HWY54	1	0.1 %
DAVIE, JONES FERRY	1	0.1 %
CORINGTON HALL	1	0.1 %
109 MASON FARM RD	1	0.1 %
500 UMSTEAD DR	1	0.1 %
PITTSBORO AT CREDIT UNION	1	0.1 %
100 MASON FARM RD	1	0.1 %
SOUTH RD/RALEIGH ST	1	0.1 %
PITTSBORO/COLUMBIA	1	0.1 %
HIGH & MAIN	1	0.1 %
FRANKLIN/CAMERON	1	0.1 %
FRANKLIN/S COLUMBIA	1	0.1 %
FEDEX GLOBAL CENTER	1	0.1 %
COLUMBIA AT FRAT COURT	1	0.1 %
HILLSBOROUGH ST/MLK	1	0.1 %
MLK AT NORTHFIELD	1	0.1 %
HIGH ST & GOLDSTON AVE	1	0.1 %
MLK DR	1	0.1 %
NEW PARKSIDE AND MLK	1	0.1 %
GREENSBORO & WEAVER	1	0.1 %
HOMESTEAD PARK	1	0.1 %
980 MLK BLVD	1	0.1 %
MAIN ST AND WEAVER ST	1	0.1 %
BARCLAY DR	1	0.1 %
MLK AND HOMESTEAD RD	1	0.1 %
UNC HOSPITAL - MANNING DR	1	0.1 %
UNC MANNING DR	1	0.1 %
STATE SIDE DR AND MLK BLVD	1	0.1 %
DENTAL CIRCLE, CHAPEL HILL	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
MANNING DR AND E DRIVE	1	0.1 %
MT CARAMEL CHURCH	1	0.1 %
106 MANNING DR	1	0.1 %
130 MASON FARM RD	1	0.1 %
HOMESTEAD AND MLK	1	0.1 %
150 E ROSEMARY	1	0.1 %
LONGVIEW AND N COLUMBIA	1	0.1 %
SITTERTSON HALL AT COLUMBIA ST	1	0.1 %
EUBANKS P AND R LOT	1	0.1 %
MLK JR BLVD NEAR FOOD LION	1	0.1 %
MARKET ST, S COLUMBIA	1	0.1 %
MARKET STREET	1	0.1 %
HOSPITAL/HEALTH SCIENCES LIBRA	1	0.1 %
AIRPORT RD AND WEAVOR DAIRY	1	0.1 %
MLK/NORTHFIELD	1	0.1 %
INTERSECTION OF GREENE/MLK	1	0.1 %
SHADOWOOD APT (MLK)	1	0.1 %
STATESIDE OFF OF MLK JR BLVD	1	0.1 %
MLK AND ESTES	1	0.1 %
ERWIN RD	1	0.1 %
MARTIN LUTHER KING	1	0.1 %
UNC CHAPEL HILL FRAT COURT	1	0.1 %
FRANKLIN ST AT CAROLINE COFFEE	1	0.1 %
SUMMERFIELD CROSSING	1	0.1 %
MANNING/HOSPITAL	1	0.1 %
725 MLK	1	0.1 %
ESTES AT RR LOT	1	0.1 %
UNC LAW	1	0.1 %
BRANCH ST AND JUSTICE ST	1	0.1 %
PUBLIC SAFETY ON MANNING DR	1	0.1 %
101 RALEIGH ST	1	0.1 %
UNC HOSPITALS/MANNING DR	1	0.1 %
KENAN FLAGLER BUSINESS SCHOOL	1	0.1 %
600 MLK JR BLVD	1	0.1 %
MLK AT ADELAID WALTER APTS	1	0.1 %
SOUTH RD AND COUNTRY CLUB RD	1	0.1 %
1000 SMITH LEVEL RD	1	0.1 %
RIDGE RD/MANNING DR INTERSECTI	1	0.1 %
BARCLAY AND MLK	1	0.1 %
PHILLIPS HALL/CAMERON AVE	1	0.1 %
CAMERON DR	1	0.1 %
STUDENT STORES SOUTH RD	1	0.1 %
LOWER QUAD	1	0.1 %
UNC SCHOOL OF PHARMAACY	1	0.1 %
714 MLK BLVD	1	0.1 %
OLD DURHAM RD	1	0.1 %
DANIEL'S STUDENT STORES	1	0.1 %
FRANKLIN ST AND COLUMBIA ST	1	0.1 %
SECU STOP	1	0.1 %
PITTSBORO STATION	1	0.1 %
PITTSBORO AND MCCAVLEY	1	0.1 %
N COLUMBIA AND FRANKLIN	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
MANNING DR AND HIBBARD DR	1	0.1 %
BOLINWOOD DR	1	0.1 %
DAVIES LIBRARY	1	0.1 %
CHAPEL VIEW	1	0.1 %
LEGACY TERR AND MLK BLVD	1	0.1 %
HILL HALL, UNC	1	0.1 %
MANNING AND RIDGE	1	0.1 %
CAMERON AVE AND COLUMBIA ST	1	0.1 %
E FRANKLIN/S ELLIOTT	1	0.1 %
WILSON LIBRARY ON UNC CAMPUS	1	0.1 %
NC HWY	1	0.1 %
CULBRATH PK DR	1	0.1 %
GILLINGS SCHOOL OF PUBLIC HLTH	1	0.1 %
UNC HOSE AND MANNING	1	0.1 %
LAKESHORE DR	1	0.1 %
MASON FARM AT ACC	1	0.1 %
VARSITY ON FRANKLIN	1	0.1 %
PLANETARIUM/RALEIGH ST	1	0.1 %
VARSITY THEATRE	1	0.1 %
COPPER ST AND SCARTT DR	1	0.1 %
OLD DURHAM AND BLUEFIELD	1	0.1 %
RAMS PLAZA AND EUROPE	1	0.1 %
ESTES AND E FRANKLIN	1	0.1 %
UNC PUBLIC HEALTH SCHOOL	1	0.1 %
RALEIGH RD AND CAMELA AVE	1	0.1 %
PHILLIPS MS	1	0.1 %
UNIVERSITY BAPTIST	1	0.1 %
CH CREDIT UNION OR UNC HLTH SC	1	0.1 %
FLEMINGTON/HAMILTON	1	0.1 %
MANNING AND S COLUMBIA	1	0.1 %
UNC SOUTH RD AT FETZER GYM	1	0.1 %
ESTES AND 15-501	1	0.1 %
GOLDSTONE AND MAIN ST	1	0.1 %
HEALTH SCI LIB	1	0.1 %
W MAIN AND GOLDSTON CARRBORR	1	0.1 %
WESTVEW AND MAIN	1	0.1 %
HEALTH SCIENCES LIBRARY, UNC	1	0.1 %
PHARMACY SCHOOL	1	0.1 %
54 AT W POPLAR	1	0.1 %
FRANKLIN ST AND CAMERON	1	0.1 %
DAVIE/FIDELITY	1	0.1 %
FRANKLIN ST-COLUMBIA	1	0.1 %
312 W FRANKLIN ST	1	0.1 %
KENMORE RD & LAKE SHORE DR	1	0.1 %
CHAPEL HILL BUS GARAGE	1	0.1 %
COLUMBIA ST AND HEALTH SCIENCE	1	0.1 %
401 NC 54	1	0.1 %
E FRANKLIN ST AND N COLUMBIA S	1	0.1 %
100 ROCK HAVEN RD, CARRBORO	1	0.1 %
SMITH LORD RD/ROCK HAVEN RD	1	0.1 %
RENEE LYNN COURT	1	0.1 %
HAMILTON HALL/EMERSON DR	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
HOMESTEAD-MLK BLVD	1	0.1 %
JONES FERRY AT COLLINGS XING	1	0.1 %
IP3	1	0.1 %
SMITH LEVEL AND MAIN ST	1	0.1 %
HWY 54 AT JONES FERRY EXIT	1	0.1 %
HWY 54-JONES FERRY	1	0.1 %
101 STADIUM DR	1	0.1 %
CAROLINA APTS	1	0.1 %
501 NC 54 APT Q7 CARRBORO	1	0.1 %
JIMMY JOHNS	1	0.1 %
COLUMBIA AND CAMEROTT	1	0.1 %
JONES FERRY/LD FAYETTEVILLE	1	0.1 %
COLUMBIA/SECU	1	0.1 %
ESTES DR	1	0.1 %
OMSTEAD AND VILLAGE DR	1	0.1 %
THE FRAT COURT STOP	1	0.1 %
CAMERON/MAIN	1	0.1 %
B CITY HILL 1700	1	0.1 %
VILLAGE DR AT OAKLAND LANE	1	0.1 %
RIDGE TRAIL/VILLAGE DR	1	0.1 %
170 MANNING DR	1	0.1 %
JAY ST AND VILLAGE DR	1	0.1 %
EMERSON DR	1	0.1 %
THE PARK AND RIDE AT SV	1	0.1 %
S MEDICAL DR AND COLUMBIA	1	0.1 %
HOMESTEAD/MLK	1	0.1 %
HILL CREEK	1	0.1 %
MILL CREEK APARTMENTS	1	0.1 %
SOUTH ROAD AT STUDENT STORES	1	0.1 %
LONGVIEW	1	0.1 %
FRANKLIN/N COLUMBIA	1	0.1 %
MANNING DR AND PUBLIC SAFETY	1	0.1 %
ROSEMARY	1	0.1 %
LONGVIEW ST/MLK BLVD	1	0.1 %
FRANKLIN ST AT COLUMBIA ST	1	0.1 %
MLK AT BARCLAY	1	0.1 %
ROSEMARY/FRANKLIN	1	0.1 %
MANNING AT PUBLIC SAFETY	1	0.1 %
RALEIGH RD AND SOUTH RD	1	0.1 %
FINLEY FOREST ACROSS FRIDAY	1	0.1 %
OAKWOOD PR	1	0.1 %
SOUTH RD AT COLUMBIA	1	0.1 %
EAST HWY 54 AND FINELY GOLF CS	1	0.1 %
54 AND BURNING TREE	1	0.1 %
84 PARK AND RIDE	1	0.1 %
FRIDAY CENTER/54	1	0.1 %
GLEN LENNOX/ALOFT HOTEL	1	0.1 %
MORRISVILLE	1	0.1 %
BONDURANT HALL	1	0.1 %
NEW HOPE CHURCH ROAD	1	0.1 %
FINELY FOREST	1	0.1 %
W BARBEE CHAPEL RD	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
54 HW	1	0.1 %
HWY 54 P AND R	1	0.1 %
MANNING DR/WEST DR	1	0.1 %
520 WILHAMSON DR	1	0.1 %
MANNING HOSPITAL	1	0.1 %
SAXAPAHAAW	1	0.1 %
MANNING AND SKIPPER BOWLES DR	1	0.1 %
FRANKLIN AND HENDERSON ST INTE	1	0.1 %
MANNING DR/RIDGE RD	1	0.1 %
MANNING AND WEST DR	1	0.1 %
FAMILY MEDICINE CENTER	1	0.1 %
HEALTH SCIENCE BLD UNC	1	0.1 %
COLUMBIA/MT CARMEL CHURCH	1	0.1 %
SV PARK AND RIDE	1	0.1 %
313 E FRANKLIN ST	1	0.1 %
UNC STUDENT STORE	1	0.1 %
480 ELINGHAUS DR	1	0.1 %
EAST FRANKLIN ST AT COFFEE SHO	1	0.1 %
179 E FRANKLIN ST	1	0.1 %
SPENCER HALL	1	0.1 %
FED EX GLOBAL CENTER	1	0.1 %
MLK AND HILLSBOROUGH	1	0.1 %
UNIV. MALL	1	0.1 %
VARSITY THEATER ON FRANKLIN	1	0.1 %
N GREENSBORO/PINE	1	0.1 %
MCDOUGALL SCHOOL	1	0.1 %
HUNTER ST	1	0.1 %
N GREENSBORO AND MORNING SIDE	1	0.1 %
112 NC 54, APT L6, CARRBORO	1	0.1 %
OLD FAYETTEVILLE AND 54	1	0.1 %
54/CARRBORO	1	0.1 %
OLD FAYETTEVILLE/JONES FERRY	1	0.1 %
CARBORO PLAZA/GRAHAM	1	0.1 %
CARRBORO PARK AND RIDE	1	0.1 %
JONES FERRY AND FAYETTEVILLE S	1	0.1 %
EASTOWNE RD & OLD STERLING RD	1	0.1 %
HWY 54 CARRBORO	1	0.1 %
200 NC HWY 54 BYPASS	1	0.1 %
54 AND FAYETTEVILLE RD	1	0.1 %
CARBORO PLAZA	1	0.1 %
N COL/FRANKLIN	1	0.1 %
WAFFLE HOUSE	1	0.1 %
HEALTH SCIENCES LIBRARY (UNC)	1	0.1 %
15501 AND PLAZA DR	1	0.1 %
102 MASON FARM RD	1	0.1 %
MANNING DR-UNC HOSPITAL	1	0.1 %
UNC HOSP	1	0.1 %
HOSPITAL, CAMPUS	1	0.1 %
508 YORKTOWN DR	1	0.1 %
CHATHAM COUNTY P AND R	1	0.1 %
164 WILLIAMS CIR	1	0.1 %
FRANKLIN COURT UNC	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
N COLUMBIA/MLK	1	0.1 %
HEDRICK BUILDING	1	0.1 %
MANNING DR AT UNC HOSPITALS	1	0.1 %
MANNING DR UNC HOSPITAL	1	0.1 %
135 WAIVER DR	1	0.1 %
LAUREL & JONES FERRY	1	0.1 %
MANNING DR, UNC HOSPITAL LIBRA	1	0.1 %
UNC HOSPITAL AT MANNING DR	1	0.1 %
MANNING DR/UNCH	1	0.1 %
SOUTH RD AND RALEIGH RD	1	0.1 %
207 SOUTH RD	1	0.1 %
4800 UNIVERSITY	1	0.1 %
MEADOWMOUNT RD	1	0.1 %
MEADOWMOUNT AND 54	1	0.1 %
FRIDAY CTR	1	0.1 %
NC 54 AND BARBEE CHAPEL	1	0.1 %
54 AND 40	1	0.1 %
DOWNING CREEK	1	0.1 %
54 AND MEADOWMOUNT	1	0.1 %
UNSURE	1	0.1 %
54 AT FRIDAY CENTER	1	0.1 %
SUMMERWALK CIR	1	0.1 %
MEADOWMONT/FRIDAY CTR	1	0.1 %
ROGERS	1	0.1 %
540 PAUL HARDIN DR	1	0.1 %
BARBEE CHAPEL RD	1	0.1 %
FRIDAY CENTER/MEADOWMOUNT	1	0.1 %
751/NC-54	1	0.1 %
MANNING AND SKIPPER BOWLS	1	0.1 %
BARBEE CHAPEL/54	1	0.1 %
FRIDAY DRIVE AND 501	1	0.1 %
MANNING AND HIBBARD	1	0.1 %
UNC HOSPITAL MANNING DR	1	0.1 %
UNC SCHOOL OF DENTISTRY	1	0.1 %
PALLADIAN PLACE APTS	1	0.1 %
SPRING MEADOW DRIVE	1	0.1 %
ODUM VILLAGE	1	0.1 %
GARRET RD/WOODCROFT	1	0.1 %
MANNING DR-HOSPITAL	1	0.1 %
MANNING DR AT UNC HOSPITAL	1	0.1 %
FRIDAY CENTER PARK AND RIDE	1	0.1 %
WEST/MANNING	1	0.1 %
3508 DUKE HOMESTEAD DURHAM	1	0.1 %
FRIDAY CENTER AND 54	1	0.1 %
RIDGE RD/STADIUM	1	0.1 %
SOUTH/RALEIGH ST	1	0.1 %
HEALTH SCIENCE LIBRARY-UNC	1	0.1 %
MANNING AND BOWLES	1	0.1 %
MLK JR AT LONGIVEW	1	0.1 %
HINTON JAMES TENNIS COURTS	1	0.1 %
COLUMBIA RD AND CAMERON	1	0.1 %
FRATERNITY COURT	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
MANNING/SKIPPER BOWLES	1	0.1 %
RALEIGH/SOUTH RD	1	0.1 %
COLUMBIA AND SOUTH ROAD	1	0.1 %
HORTON, 411 SKIPPER BOWLES DR	1	0.1 %
COLUMBIA AND CAMERON AVE	1	0.1 %
COLUMBUS AND CAMERON	1	0.1 %
UNC SITTERSON HALL	1	0.1 %
MASON FARMS AND COLUMBIA	1	0.1 %
120 MASON FARM ROAD	1	0.1 %
MANNING DR/S COLUMBIA ST	1	0.1 %
PUBLIC HEALTH	1	0.1 %
BUSINESS BUILDING	1	0.1 %
HINTON	1	0.1 %
SKIPPER BOWLES LOT	1	0.1 %
KENAN-FLAGLER	1	0.1 %
FRANKLIN AND W CAMERON AVE	1	0.1 %
ESTES DR/FRANKLIN	1	0.1 %
ELLIOT RD AND FRANKLIN	1	0.1 %
DURHAM	1	0.1 %
FOXCROFT	1	0.1 %
1105 NC HWY 54 BYPASS	1	0.1 %
JACKSON PARKING DECK-MANNING	1	0.1 %
FRANKLIN ST AND S COLUMBIA	1	0.1 %
COLUMBIA ST AND FRANKLIN ST	1	0.1 %
E FRANKLIN	1	0.1 %
ELLIOT RD	1	0.1 %
MASON FARM/JACKSON CIRCLE	1	0.1 %
FRANKLIN ST AT RALEIGH RD	1	0.1 %
PLANETARIUM	1	0.1 %
FRANKLIN AND MLK	1	0.1 %
UNC AT CHAPEL HILL	1	0.1 %
S COLUMBIA, CAMERON	1	0.1 %
SOUTH COLUMBIA AND FRANKLIN	1	0.1 %
SOUTH COLUMBIA/PUREFOY RD	1	0.1 %
CARRINGTON HALL UNC	1	0.1 %
GOVERNOR'S PARK	1	0.1 %
SCHOOL OF PHARMACY	1	0.1 %
PUREFOY AND S COLUMBIA	1	0.1 %
BUS STOP AT PUREFOY RD	1	0.1 %
501 HWY 54	1	0.1 %
BINN ST	1	0.1 %
HEALTH SCIENCES LIBRARY UNC	1	0.1 %
ROCK HAVEN RD AT ROCK CREEK	1	0.1 %
BPW CLUB RD/54	1	0.1 %
NC 54 LAUREL RIDGE	1	0.1 %
SMITH LEVEL RD APT COMPLEX	1	0.1 %
401 NC 54 HWY	1	0.1 %
PITTSBORO ST AT CREDIT UNION	1	0.1 %
MASON FARM/COLUMBIA	1	0.1 %
CALDWELL HALL, UNC CAMPUS	1	0.1 %
COLUMBIA AND SOUTH RD	1	0.1 %
UNC CH	1	0.1 %

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

Q11. Address or closest intersection to destination	Number	Percent
HEALTH SCI LIBRARY	1	0.1 %
ROCK HAVEN RD	1	0.1 %
CAROLINA APARTMENTS	1	0.1 %
PITTBORO	1	0.1 %
N GREENSBORO/ESTES DR	1	0.1 %
134 E FRANKLIN ST	1	0.1 %
WOMENS HOSPITAL	1	0.1 %
UNC BUSINESS	1	0.1 %
FAYETTEVILLE RD	1	0.1 %
HILL HALL	1	0.1 %
135 DANER DR	1	0.1 %
MANNING AND PITTSBORO	1	0.1 %
MLK AND GREENE	1	0.1 %
MILL CREEK APT	1	0.1 %
SOUTH RD AT SUTDENT STORES	1	0.1 %
UNIVERSITY APTS	1	0.1 %
ABERNATHY HALL	1	0.1 %
510 PAUL HERDIN DR	1	0.1 %
1 BOLIN HEIGHTS	1	0.1 %
PRITCHARD EXT AT LONGVIEW	1	0.1 %
MILLCREEK CONDOS	1	0.1 %
719 MLK BLVD	1	0.1 %
SOURTH RD	1	0.1 %
COUNTRY CLUB & RALEGH ST	1	0.1 %
STADIUM DR & SOUTH RD	1	0.1 %
MANNING ST	1	0.1 %
E FRANKLIN-CAROLINA COFFEE SHO	1	0.1 %
STEPHENS ST	1	0.1 %
MANING DR & PAUL HARDIN	1	0.1 %
FOSTERS MARKET	1	0.1 %
SOUTH RD AT UNC STORES	1	0.1 %
MANNING ST & RIDGE RD	1	0.1 %
MANNING DR/GILLINGS SCHOOL PH	1	0.1 %
FARNKLIN ST	1	0.1 %
SITTERSON STOP	1	0.1 %
Total	1939	100.0 %

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q12. How would you make this trip			
Use my car	68.2%	39.7%	44.0%
Walk	10.9%	38.4%	34.2%
Get a ride from someone else	7.9%	13.6%	12.7%
Use a taxi	3.9%	7.0%	6.6%
Bicycle	10.9%	13.5%	13.1%
I would not make this trip	8.5%	6.9%	7.1%
Don't know	1.2%	1.9%	1.8%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.4%	84.6%	100.0%
Q12. How would you make this trip			
Use my car	69.0%	40.4%	44.8%
Walk	11.0%	39.1%	34.8%
Get a ride from someone else	8.0%	13.9%	13.0%
Use a taxi	4.0%	7.2%	6.7%
Bicycle	11.0%	13.8%	13.4%
I would not make this trip	8.6%	7.0%	7.3%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q13. All items that would encourage you to use public transportation more often			
Nothing. I am riding it as often as I can	41.5%	31.9%	33.4%
More frequent service (if buses came by stops more often)	37.0%	50.4%	48.3%
Faster travel time (if it took less time to get to destinations)	21.5%	27.4%	26.5%
More service offered later in the evenings	31.5%	45.3%	43.2%
More service offered earlier in the mornings	11.8%	12.8%	12.7%
More service offered on Saturdays	21.8%	41.3%	38.4%
More service offered on Sundays	19.4%	39.2%	36.2%
Cleaner/better maintained vehicles	6.1%	3.8%	4.1%
Service provided to more destinations	15.5%	20.6%	19.9%
More information available about the services offered	4.2%	5.5%	5.3%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q13. All items that would encourage you to use public transportation more often (Cont.)			
Buses being on-time/ service more reliable	22.4%	21.5%	21.7%
More covered shelters available	11.2%	13.1%	12.8%
Fuel prices increase	5.5%	5.1%	5.2%
Bus stops located closer to your home	19.7%	14.6%	15.4%
More comfortable vehicles	6.1%	3.4%	3.8%
Operator(s) more helpful	4.2%	2.1%	2.4%
Not provided	0.3%	0.5%	0.5%

Q13. Please check ALL the items that would encourage you to use public transportation more often. (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q13. All items that would encourage you to use public transportation more often			
Nothing. I am riding it as often as I can	41.6%	32.1%	33.5%
More frequent service (if buses came by stops more often)	37.1%	50.6%	48.6%
Faster travel time (if it took less time to get to destinations)	21.6%	27.6%	26.7%
More service offered later in the evenings	31.6%	45.5%	43.4%
More service offered earlier in the mornings	11.9%	12.9%	12.7%
More service offered on Saturdays	21.9%	41.6%	38.6%
More service offered on Sundays	19.5%	39.4%	36.4%
Cleaner/better maintained vehicles	6.1%	3.8%	4.1%
Service provided to more destinations	15.5%	20.8%	20.0%
More information available about the services offered	4.3%	5.5%	5.3%

Q13. Please check ALL the items that would encourage you to use public transportation more often. (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q13. All items that would encourage you to use public transportation more often (Cont.)			
Buses being on-time/ service more reliable	22.5%	21.6%	21.8%
More covered shelters available	11.2%	13.1%	12.8%
Fuel prices increase	5.5%	5.2%	5.2%
Bus stops located closer to your home	19.8%	14.7%	15.5%
More comfortable vehicles	6.1%	3.4%	3.8%
Operator(s) more helpful	4.3%	2.1%	2.4%

Q14. What is your home ZIP CODE?

Q14. Your home zip code	Number	Percent
27514	579	27.3 %
27510	445	21.0 %
27516	387	18.3 %
27517	197	9.3 %
27713	39	1.8 %
27707	33	1.6 %
27519	17	0.8 %
27302	16	0.8 %
27703	15	0.7 %
27312	15	0.7 %
27253	14	0.7 %
27704	12	0.6 %
27515	11	0.5 %
27278	11	0.5 %
27705	9	0.4 %
27560	9	0.4 %
27612	8	0.4 %
27617	8	0.4 %
27613	7	0.3 %
27712	6	0.3 %
27513	6	0.3 %
27511	6	0.3 %
27502	5	0.2 %
27349	5	0.2 %
27610	4	0.2 %
25710	4	0.2 %
27603	4	0.2 %
27215	4	0.2 %
27244	4	0.2 %
27526	4	0.2 %
27616	3	0.1 %
27606	3	0.1 %
28110	3	0.1 %
27599	3	0.1 %
27216	3	0.1 %
27332	3	0.1 %
27410	3	0.1 %
27614	3	0.1 %
27607	3	0.1 %
27205	3	0.1 %
27804	2	0.1 %
27316	2	0.1 %
27107	2	0.1 %
27834	2	0.1 %
28081	2	0.1 %
27701	2	0.1 %
02751	2	0.1 %
27314	2	0.1 %
28517	2	0.1 %
27525	2	0.1 %
27288	2	0.1 %
27814	2	0.1 %

Q14. What is your home ZIP CODE?

Q14. Your home zip code	Number	Percent
27522	2	0.1 %
27545	2	0.1 %
27501	2	0.1 %
27609	2	0.1 %
27565	2	0.1 %
27455	2	0.1 %
27258	2	0.1 %
27214	2	0.1 %
27574	2	0.1 %
27577	2	0.1 %
27520	2	0.1 %
25717	2	0.1 %
27330	2	0.1 %
27858	2	0.1 %
27615	2	0.1 %
27104	2	0.1 %
27249	2	0.1 %
27536	2	0.1 %
28078	2	0.1 %
27213	1	0.0 %
28443	1	0.0 %
27377	1	0.0 %
27584	1	0.0 %
21104	1	0.0 %
23464	1	0.0 %
27962	1	0.0 %
25714	1	0.0 %
27310	1	0.0 %
27534	1	0.0 %
28396	1	0.0 %
27231	1	0.0 %
28718	1	0.0 %
27341	1	0.0 %
27817	1	0.0 %
21228	1	0.0 %
25414	1	0.0 %
27537	1	0.0 %
12405	1	0.0 %
27512	1	0.0 %
27298	1	0.0 %
27344	1	0.0 %
27539	1	0.0 %
58105	1	0.0 %
28104	1	0.0 %
28213	1	0.0 %
28031	1	0.0 %
29209	1	0.0 %
57514	1	0.0 %
28451	1	0.0 %
27233	1	0.0 %
28387	1	0.0 %
06877	1	0.0 %

Q14. What is your home ZIP CODE?

Q14. Your home zip code	Number	Percent
32201	1	0.0 %
27850	1	0.0 %
27601	1	0.0 %
28269	1	0.0 %
27528	1	0.0 %
28638	1	0.0 %
27282	1	0.0 %
27589	1	0.0 %
27376	1	0.0 %
27265	1	0.0 %
27914	1	0.0 %
27260	1	0.0 %
27127	1	0.0 %
27596	1	0.0 %
27405	1	0.0 %
28001	1	0.0 %
27413	1	0.0 %
28409	1	0.0 %
27546	1	0.0 %
25514	1	0.0 %
28403	1	0.0 %
28601	1	0.0 %
80108	1	0.0 %
29212	1	0.0 %
25417	1	0.0 %
28621	1	0.0 %
28312	1	0.0 %
28273	1	0.0 %
27311	1	0.0 %
27608	1	0.0 %
27540	1	0.0 %
27358	1	0.0 %
27532	1	0.0 %
27605	1	0.0 %
28214	1	0.0 %
27307	1	0.0 %
27587	1	0.0 %
27284	1	0.0 %
28343	1	0.0 %
28166	1	0.0 %
28270	1	0.0 %
27983	1	0.0 %
27317	1	0.0 %
25716	1	0.0 %
28054	1	0.0 %
28311	1	0.0 %
27810	1	0.0 %
28098	1	0.0 %
27235	1	0.0 %
28704	1	0.0 %
57516	1	0.0 %
60201	1	0.0 %

Q14. What is your home ZIP CODE?

Q14. Your home zip code	Number	Percent
28088	1	0.0 %
20510	1	0.0 %
27530	1	0.0 %
77479	1	0.0 %
21510	1	0.0 %
27828	1	0.0 %
27243	1	0.0 %
28215	1	0.0 %
28377	1	0.0 %
28625	1	0.0 %
22514	1	0.0 %
27416	1	0.0 %
27262	1	0.0 %
22181	1	0.0 %
23505	1	0.0 %
37421	1	0.0 %
28803	1	0.0 %
28546	1	0.0 %
27228	1	0.0 %
23034	1	0.0 %
27604	1	0.0 %
28052	1	0.0 %
28334	1	0.0 %
27823	1	0.0 %
27508	1	0.0 %
29517	1	0.0 %
22191	1	0.0 %
28352	1	0.0 %
28036	1	0.0 %
25428	1	0.0 %
20514	1	0.0 %
28732	1	0.0 %
21378	1	0.0 %
28034	1	0.0 %
28791	1	0.0 %
30350	1	0.0 %
28105	1	0.0 %
27523	1	0.0 %
55414	1	0.0 %
27217	1	0.0 %
27549	1	0.0 %
28590	1	0.0 %
27505	1	0.0 %
28305	1	0.0 %
27320	1	0.0 %
27292	1	0.0 %
28348	1	0.0 %
27043	1	0.0 %
28072	1	0.0 %
27012	1	0.0 %
28277	1	0.0 %
20314	1	0.0 %

Q14. What is your home ZIP CODE?

Q14. Your home zip code	Number	Percent
28609	1	0.0 %
28027	1	0.0 %
28262	1	0.0 %
27370	1	0.0 %
28453	1	0.0 %
Total	2118	100.0 %

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	14.2%	85.8%	100.0%
Q15. How many blocks is your home from the nearest bus stop			
Less than 1	23.0%	12.3%	13.8%
1	32.8%	48.5%	46.3%
2	14.5%	19.6%	18.9%
3	5.5%	8.3%	7.9%
4	3.9%	3.4%	3.5%
5	3.5%	2.0%	2.2%
6	2.0%	0.6%	0.8%
7	1.2%	0.4%	0.6%
8	0.0%	0.3%	0.3%
9	0.0%	0.1%	0.1%
10+	13.7%	4.6%	5.8%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q16. Do you think you will still be using CHT a year from now			
Yes	87.5%	83.4%	84.0%
No	11.9%	15.4%	14.9%
Don't know	0.6%	1.2%	1.1%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q17. How would you rate quality of CHT			
Excellent	26.7%	30.6%	30.0%
Good	58.7%	57.9%	58.0%
Average	11.2%	9.7%	9.9%
Poor	2.1%	0.9%	1.1%
Don't know	1.2%	0.9%	0.9%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q17. How would you rate quality of CHT			
Excellent	27.1%	30.8%	30.3%
Good	59.4%	58.4%	58.6%
Average	11.4%	9.8%	10.0%
Poor	2.2%	0.9%	1.1%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18a. Timeliness of buses			
Very Satisfied	26.9%	21.8%	22.6%
Satisfied	51.4%	52.2%	52.1%
Neutral	15.6%	16.4%	16.3%
Dissatisfied	3.7%	8.0%	7.3%
Very Dissatisfied	1.8%	1.3%	1.4%
Don't Know	0.6%	0.3%	0.3%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18b. Cleanliness/maintenance of buses			
Very Satisfied	31.2%	38.5%	37.4%
Satisfied	48.0%	49.4%	49.2%
Neutral	16.8%	10.3%	11.3%
Dissatisfied	1.8%	1.3%	1.4%
Very Dissatisfied	1.5%	0.2%	0.4%
Don't Know	0.6%	0.3%	0.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18c. How comfortable buses are to ride			
Very Satisfied	23.2%	32.1%	30.7%
Satisfied	46.5%	49.8%	49.3%
Neutral	21.7%	15.2%	16.2%
Dissatisfied	7.0%	1.9%	2.7%
Very Dissatisfied	1.2%	0.2%	0.4%
Don't Know	0.3%	0.7%	0.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18d. Availability of bus shelters at bus stops			
Very Satisfied	20.7%	20.0%	20.1%
Satisfied	38.7%	37.0%	37.3%
Neutral	28.2%	29.1%	29.0%
Dissatisfied	9.9%	11.4%	11.2%
Very Dissatisfied	2.2%	1.3%	1.5%
Don't Know	0.3%	1.2%	1.0%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18e. How quickly buses get you to your destination			
Very Satisfied	25.4%	24.4%	24.6%
Satisfied	45.5%	47.3%	47.0%
Neutral	18.9%	21.3%	20.9%
Dissatisfied	6.8%	5.7%	5.8%
Very Dissatisfied	1.9%	0.6%	0.8%
Don't Know	1.5%	0.8%	0.9%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18f. How close bus stops are located to your home			
Very Satisfied	32.3%	43.6%	41.9%
Satisfied	26.4%	36.3%	34.8%
Neutral	18.6%	11.6%	12.7%
Dissatisfied	7.8%	4.2%	4.7%
Very Dissatisfied	5.9%	1.1%	1.8%
Don't Know	9.0%	3.2%	4.1%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18g. How close bus stops are located to your workplace or other frequent destinations			
Very Satisfied	44.1%	44.1%	44.1%
Satisfied	36.3%	39.6%	39.1%
Neutral	11.5%	11.4%	11.4%
Dissatisfied	2.8%	2.4%	2.4%
Very Dissatisfied	0.3%	0.6%	0.6%
Don't Know	5.0%	2.0%	2.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18h. Number of destinations served by the bus			
Very Satisfied	31.5%	28.4%	28.9%
Satisfied	41.0%	46.5%	45.7%
Neutral	19.4%	17.4%	17.7%
Dissatisfied	3.7%	5.0%	4.8%
Very Dissatisfied	0.9%	1.0%	1.0%
Don't Know	3.4%	1.8%	2.0%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18i. Hours bus service is offered			
Very Satisfied	16.5%	15.8%	15.9%
Satisfied	37.7%	34.9%	35.3%
Neutral	24.3%	25.6%	25.4%
Dissatisfied	14.6%	17.5%	17.1%
Very Dissatisfied	2.5%	3.7%	3.5%
Don't Know	4.4%	2.5%	2.8%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18j. Availability of bus services on Saturdays			
Very Satisfied	5.6%	10.3%	9.6%
Satisfied	12.8%	16.2%	15.7%
Neutral	35.5%	27.6%	28.8%
Dissatisfied	12.8%	25.3%	23.4%
Very Dissatisfied	5.6%	9.3%	8.7%
Don't Know	27.7%	11.3%	13.7%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18k. Availability of bus services on Sundays			
Very Satisfied	5.6%	9.3%	8.7%
Satisfied	10.6%	14.3%	13.7%
Neutral	36.6%	26.8%	28.3%
Dissatisfied	10.2%	24.1%	22.0%
Very Dissatisfied	8.1%	12.6%	11.9%
Don't Know	28.9%	13.0%	15.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18l. How easy it is to transfer between buses			
Very Satisfied	15.9%	17.7%	17.4%
Satisfied	27.1%	30.7%	30.2%
Neutral	27.4%	27.0%	27.1%
Dissatisfied	1.2%	5.2%	4.6%
Very Dissatisfied	0.9%	1.4%	1.3%
Don't Know	27.4%	18.0%	19.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18m. How safely bus drivers operate vehicles			
Very Satisfied	34.1%	38.7%	38.0%
Satisfied	46.4%	45.3%	45.5%
Neutral	14.9%	12.0%	12.4%
Dissatisfied	2.2%	1.8%	1.8%
Very Dissatisfied	0.9%	0.4%	0.5%
Don't Know	1.5%	1.8%	1.8%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18n. Courtesy/customer service of operators			
Very Satisfied	44.4%	41.5%	41.9%
Satisfied	38.3%	42.3%	41.6%
Neutral	13.3%	12.0%	12.2%
Dissatisfied	0.9%	1.8%	1.7%
Very Dissatisfied	1.2%	0.3%	0.5%
Don't Know	1.9%	2.1%	2.1%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18o. How knowledgeable bus operators are about services			
Very Satisfied	38.3%	36.6%	36.9%
Satisfied	37.0%	42.7%	41.8%
Neutral	16.4%	11.9%	12.6%
Dissatisfied	0.3%	1.3%	1.2%
Very Dissatisfied	0.6%	0.3%	0.4%
Don't Know	7.4%	7.2%	7.2%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18p. Availability of route & schedule information			
Very Satisfied	34.0%	36.4%	36.1%
Satisfied	45.4%	41.9%	42.5%
Neutral	12.3%	14.3%	14.0%
Dissatisfied	4.9%	4.9%	4.9%
Very Dissatisfied	0.9%	0.8%	0.8%
Don't Know	2.5%	1.6%	1.7%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18q. How easy it is to understand route & schedule information			
Very Satisfied	29.9%	32.6%	32.2%
Satisfied	42.3%	41.1%	41.3%
Neutral	19.1%	17.7%	17.9%
Dissatisfied	4.6%	5.6%	5.5%
Very Dissatisfied	0.9%	1.2%	1.1%
Don't Know	3.1%	1.7%	1.9%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18r. Usefulness of information on buses			
Very Satisfied	26.4%	25.6%	25.7%
Satisfied	36.8%	40.1%	39.6%
Neutral	25.8%	24.8%	24.9%
Dissatisfied	4.3%	3.3%	3.4%
Very Dissatisfied	0.3%	0.3%	0.3%
Don't Know	6.4%	5.9%	6.0%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18s. How easy it is to learn to use CHT bus system			
Very Satisfied	34.3%	33.8%	33.9%
Satisfied	41.8%	43.0%	42.9%
Neutral	19.5%	16.7%	17.2%
Dissatisfied	2.5%	4.1%	3.8%
Very Dissatisfied	0.6%	0.6%	0.6%
Don't Know	1.3%	1.7%	1.7%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18t. How safe you feel while traveling on the bus			
Very Satisfied	47.5%	46.5%	46.6%
Satisfied	43.3%	44.1%	44.0%
Neutral	7.7%	7.9%	7.8%
Dissatisfied	0.9%	0.7%	0.7%
Very Dissatisfied	0.3%	0.2%	0.2%
Don't Know	0.3%	0.7%	0.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below.

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18u. How safe you feel while waiting at bus stops			
Very Satisfied	40.5%	38.2%	38.6%
Satisfied	41.1%	45.4%	44.8%
Neutral	15.3%	12.8%	13.2%
Dissatisfied	2.8%	2.4%	2.4%
Very Dissatisfied	0.3%	0.6%	0.5%
Don't Know	0.0%	0.6%	0.5%

Q18. Using a 5-point scale, with 5 being “Very Satisfied” and 1 being “Very Dissatisfied,” rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18a. Timeliness of buses			
Very Satisfied	27.1%	21.8%	22.6%
Satisfied	51.7%	52.4%	52.3%
Neutral	15.7%	16.5%	16.3%
Dissatisfied	3.7%	8.0%	7.3%
Very Dissatisfied	1.8%	1.3%	1.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18b. Cleanliness/maintenance of buses			
Very Satisfied	31.4%	38.6%	37.5%
Satisfied	48.3%	49.5%	49.3%
Neutral	16.9%	10.4%	11.4%
Dissatisfied	1.8%	1.3%	1.4%
Very Dissatisfied	1.5%	0.2%	0.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18c. How comfortable buses are to ride			
Very Satisfied	23.3%	32.3%	30.9%
Satisfied	46.6%	50.2%	49.6%
Neutral	21.8%	15.4%	16.3%
Dissatisfied	7.1%	1.9%	2.7%
Very Dissatisfied	1.2%	0.2%	0.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18d. Availability of bus shelters at bus stops			
Very Satisfied	20.8%	20.2%	20.3%
Satisfied	38.8%	37.5%	37.7%
Neutral	28.3%	29.5%	29.3%
Dissatisfied	9.9%	11.5%	11.3%
Very Dissatisfied	2.2%	1.3%	1.5%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18e. How quickly buses get you to your destination			
Very Satisfied	25.8%	24.6%	24.8%
Satisfied	46.2%	47.7%	47.4%
Neutral	19.2%	21.5%	21.1%
Dissatisfied	6.9%	5.7%	5.9%
Very Dissatisfied	1.9%	0.6%	0.8%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18f. How close bus stops are located to your home			
Very Satisfied	35.5%	45.0%	43.7%
Satisfied	29.0%	37.5%	36.3%
Neutral	20.5%	12.0%	13.2%
Dissatisfied	8.5%	4.3%	4.9%
Very Dissatisfied	6.5%	1.1%	1.9%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18g. How close bus stops are located to your workplace or other frequent destinations			
Very Satisfied	46.4%	44.9%	45.2%
Satisfied	38.2%	40.4%	40.1%
Neutral	12.1%	11.6%	11.7%
Dissatisfied	2.9%	2.4%	2.5%
Very Dissatisfied	0.3%	0.6%	0.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18h. Number of destinations served by the bus			
Very Satisfied	32.6%	28.9%	29.5%
Satisfied	42.5%	47.3%	46.6%
Neutral	20.1%	17.7%	18.1%
Dissatisfied	3.8%	5.1%	4.9%
Very Dissatisfied	1.0%	1.0%	1.0%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18i. Hours bus service is offered			
Very Satisfied	17.3%	16.2%	16.3%
Satisfied	39.4%	35.8%	36.3%
Neutral	25.4%	26.3%	26.1%
Dissatisfied	15.3%	18.0%	17.6%
Very Dissatisfied	2.6%	3.8%	3.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18j. Availability of bus services on Saturdays			
Very Satisfied	7.8%	11.6%	11.1%
Satisfied	17.7%	18.3%	18.2%
Neutral	49.1%	31.1%	33.4%
Dissatisfied	17.7%	28.6%	27.2%
Very Dissatisfied	7.8%	10.4%	10.1%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18k. Availability of bus services on Sundays			
Very Satisfied	7.9%	10.7%	10.3%
Satisfied	14.8%	16.4%	16.2%
Neutral	51.5%	30.8%	33.4%
Dissatisfied	14.4%	27.6%	25.9%
Very Dissatisfied	11.4%	14.5%	14.1%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18l. How easy it is to transfer between buses			
Very Satisfied	21.9%	21.6%	21.6%
Satisfied	37.3%	37.4%	37.4%
Neutral	37.8%	32.9%	33.6%
Dissatisfied	1.7%	6.3%	5.7%
Very Dissatisfied	1.3%	1.7%	1.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18m. How safely bus drivers operate vehicles			
Very Satisfied	34.6%	39.4%	38.7%
Satisfied	47.2%	46.1%	46.3%
Neutral	15.1%	12.2%	12.7%
Dissatisfied	2.2%	1.8%	1.9%
Very Dissatisfied	0.9%	0.4%	0.5%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18n. Courtesy/customer service of operators			
Very Satisfied	45.3%	42.4%	42.8%
Satisfied	39.0%	43.2%	42.5%
Neutral	13.5%	12.3%	12.4%
Dissatisfied	0.9%	1.9%	1.7%
Very Dissatisfied	1.3%	0.3%	0.5%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18o. How knowledgeable bus operators are about services			
Very Satisfied	41.3%	39.5%	39.7%
Satisfied	40.0%	46.0%	45.1%
Neutral	17.7%	12.8%	13.5%
Dissatisfied	0.3%	1.4%	1.3%
Very Dissatisfied	0.7%	0.4%	0.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18p. Availability of route & schedule information			
Very Satisfied	34.8%	37.0%	36.7%
Satisfied	46.5%	42.6%	43.2%
Neutral	12.7%	14.5%	14.3%
Dissatisfied	5.1%	5.0%	5.0%
Very Dissatisfied	0.9%	0.8%	0.8%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18q. How easy it is to understand route & schedule information			
Very Satisfied	30.9%	33.2%	32.9%
Satisfied	43.6%	41.9%	42.1%
Neutral	19.7%	18.0%	18.3%
Dissatisfied	4.8%	5.7%	5.6%
Very Dissatisfied	1.0%	1.2%	1.2%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18r. Usefulness of information on buses			
Very Satisfied	28.2%	27.2%	27.3%
Satisfied	39.3%	42.6%	42.1%
Neutral	27.5%	26.4%	26.5%
Dissatisfied	4.6%	3.5%	3.7%
Very Dissatisfied	0.3%	0.4%	0.4%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18s. How easy it is to learn to use CHT bus system			
Very Satisfied	34.7%	34.4%	34.5%
Satisfied	42.4%	43.8%	43.6%
Neutral	19.7%	17.0%	17.4%
Dissatisfied	2.5%	4.1%	3.9%
Very Dissatisfied	0.6%	0.6%	0.6%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18t. How safe you feel while traveling on the bus			
Very Satisfied	47.7%	46.8%	46.9%
Satisfied	43.4%	44.4%	44.2%
Neutral	7.7%	7.9%	7.9%
Dissatisfied	0.9%	0.7%	0.7%
Very Dissatisfied	0.3%	0.2%	0.2%

Q18. Using a 5-point scale, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied," rate your level of satisfaction with each item below. (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q18u. How safe you feel while waiting at bus stops			
Very Satisfied	40.5%	38.4%	38.8%
Satisfied	41.1%	45.7%	45.0%
Neutral	15.3%	12.9%	13.3%
Dissatisfied	2.8%	2.4%	2.5%
Very Dissatisfied	0.3%	0.6%	0.5%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q19. 1st choice			
Timeliness of buses	15.9%	84.1%	49.2%
Cleanliness/maintenance of buses	14.3%	85.7%	1.0%
How comfortable buses are to ride	25.0%	75.0%	0.4%
Availability of bus shelters at bus stops	7.4%	92.6%	1.2%
How quickly buses get you to your destination	21.5%	78.5%	4.3%
How close bus stops are located to your home	14.4%	85.6%	4.8%
How close bus stops are located to your workplace or other frequent destinations	15.0%	85.0%	1.9%
Number of destinations served by the bus	14.3%	85.7%	1.6%
Hours bus service is offered	10.9%	89.1%	8.5%
Availability of bus services on Saturdays	6.7%	93.3%	4.8%
Availability of bus services on Sundays	4.2%	95.8%	3.3%
How easy it is to transfer between buses	25.0%	75.0%	0.4%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. 1st choice (Cont.)			
How safely bus drivers operate vehicles	20.4%	79.6%	2.3%
Courtesy/customer service of operators	30.4%	69.6%	1.1%
How knowledgeable bus operators are about services	0.0%	100.0%	0.1%
Availability of route & schedule information	18.2%	81.8%	1.0%
How easy it is to understand route & schedule information	11.8%	88.2%	0.8%
Usefulness of information on buses	0.0%	100.0%	0.2%
How easy it is to learn to use CHT bus system	20.0%	80.0%	0.5%
How safe you feel while traveling on the bus	15.8%	84.2%	5.3%
How safe you feel while waiting at bus stops	9.8%	90.2%	1.9%
None chosen	24.4%	75.6%	5.5%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q19. 2nd choice			
Timeliness of buses	21.7%	78.3%	10.2%
Cleanliness/maintenance of buses	19.2%	80.8%	4.8%
How comfortable buses are to ride	28.6%	71.4%	1.9%
Availability of bus shelters at bus stops	19.4%	80.6%	2.9%
How quickly buses get you to your destination	18.4%	81.6%	14.9%
How close bus stops are located to your home	13.7%	86.3%	7.5%
How close bus stops are located to your workplace or other frequent destinations	12.5%	87.5%	4.8%
Number of destinations served by the bus	14.0%	86.0%	4.3%
Hours bus service is offered	13.6%	86.4%	9.2%
Availability of bus services on Saturdays	5.4%	94.6%	7.7%
Availability of bus services on Sundays	6.3%	93.7%	5.1%
How easy it is to transfer between buses	12.0%	88.0%	1.2%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. 2nd choice (Cont.)			
How safely bus drivers operate vehicles	18.5%	81.5%	3.0%
Courtesy/customer service of operators	13.0%	87.0%	2.5%
How knowledgeable bus operators are about services	23.1%	76.9%	0.6%
Availability of route & schedule information	4.4%	95.6%	2.1%
How easy it is to understand route & schedule information	8.7%	91.3%	1.1%
Usefulness of information on buses	28.6%	71.4%	0.3%
How easy it is to learn to use CHT bus system	10.0%	90.0%	0.9%
How safe you feel while traveling on the bus	9.3%	90.7%	5.5%
How safe you feel while waiting at bus stops	17.1%	82.9%	3.2%
None chosen	23.5%	76.5%	6.3%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q19. 3rd choice			
Timeliness of buses	16.0%	84.0%	8.1%
Cleanliness/maintenance of buses	28.1%	71.9%	2.6%
How comfortable buses are to ride	17.4%	82.6%	3.2%
Availability of bus shelters at bus stops	11.9%	88.1%	1.9%
How quickly buses get you to your destination	14.9%	85.1%	7.8%
How close bus stops are located to your home	11.6%	88.4%	5.2%
How close bus stops are located to your workplace or other frequent destinations	12.3%	87.7%	7.1%
Number of destinations served by the bus	11.3%	88.7%	5.3%
Hours bus service is offered	16.2%	83.8%	11.4%
Availability of bus services on Saturdays	7.8%	92.2%	4.2%
Availability of bus services on Sundays	6.7%	93.3%	5.6%
How easy it is to transfer between buses	21.1%	78.9%	1.8%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. 3rd choice (Cont.)			
How safely bus drivers operate vehicles	18.5%	81.5%	5.0%
Courtesy/customer service of operators	27.1%	72.9%	2.7%
How knowledgeable bus operators are about services	15.4%	84.6%	0.6%
Availability of route & schedule information	8.0%	92.0%	4.0%
How easy it is to understand route & schedule information	16.9%	83.1%	2.7%
Usefulness of information on buses	14.3%	85.7%	1.0%
How easy it is to learn to use CHT bus system	21.4%	78.6%	1.9%
How safe you feel while traveling on the bus	16.8%	83.2%	6.6%
How safe you feel while waiting at bus stops	8.5%	91.5%	3.3%
None chosen	22.8%	77.2%	7.9%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q19. All 3 choices combined			
Timeliness of buses	74.2%	66.3%	67.5%
Cleanliness/maintenance of buses	11.8%	7.8%	8.4%
How comfortable buses are to ride	7.9%	5.1%	5.5%
Availability of bus shelters at bus stops	5.8%	6.1%	6.1%
How quickly buses get you to your destination	31.5%	26.1%	26.9%
How close bus stops are located to your home	15.2%	17.9%	17.4%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. All 3 choices combined (Cont.)			
How close bus stops are located to your workplace or other frequent destinations	11.5%	14.2%	13.8%
Number of destinations served by the bus	9.4%	11.6%	11.2%
Hours bus service is offered	26.4%	29.7%	29.2%
Availability of bus services on Saturdays	7.0%	18.5%	16.7%
Availability of bus services on Sundays	5.5%	15.6%	14.0%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. All 3 choices combined (Cont.)			
How easy it is to transfer between buses	3.9%	3.2%	3.3%
How safely bus drivers operate vehicles	12.7%	9.8%	10.3%
Courtesy/customer service of operators	9.1%	5.8%	6.3%
How knowledgeable bus operators are about services	1.5%	1.3%	1.3%
Availability of route & schedule information	3.9%	7.7%	7.1%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q19. All 3 choices combined (Cont.)			
How easy it is to understand route & schedule information	4.2%	4.6%	4.6%
Usefulness of information on buses	1.5%	1.5%	1.5%
How easy it is to learn to use CHT bus system	3.9%	3.2%	3.3%
How safe you feel while traveling on the bus	16.1%	17.6%	17.4%
How safe you feel while waiting at bus stops	6.7%	8.7%	8.4%
None chosen	8.8%	4.9%	5.5%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q20. How do you typically get information about CHT services			
Operators	9.1%	9.0%	9.0%
Friends/family	10.6%	12.2%	12.0%
Employer	10.6%	1.7%	3.1%
CHT website	68.8%	50.1%	53.0%
By calling CHT	3.0%	5.2%	4.9%
Signs posted on buses	13.9%	14.0%	14.0%
UNC/Hospital information	10.3%	4.2%	5.1%
Other riders	6.4%	4.1%	4.4%
Mobile apps	45.2%	59.4%	57.2%
Social media	1.5%	4.2%	3.7%
Other	3.6%	3.8%	3.7%
None chosen	2.7%	2.8%	2.8%

Q20. How do you typically get information about CHT services? (without "none chosen")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q20. How do you typically get information about CHT services			
Operators	9.3%	9.3%	9.3%
Friends/family	10.9%	12.6%	12.3%
Employer	10.9%	1.8%	3.2%
CHT website	70.7%	51.6%	54.5%
By calling CHT	3.1%	5.3%	5.0%
Signs posted on buses	14.3%	14.4%	14.4%
UNC/Hospital information	10.6%	4.3%	5.3%
Other riders	6.5%	4.2%	4.6%
Mobile apps	46.4%	61.1%	58.8%
Social media	1.6%	4.3%	3.9%
Other	3.7%	3.9%	3.9%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q21. Which trip planners do you use			
Google transit	26.1%	28.4%	28.0%
GoTriangle	16.1%	19.4%	18.9%
Neither	55.5%	52.4%	52.8%
Not provided	6.1%	3.7%	4.0%

Q21. Which of the following trip planners do you use? (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	14.9%	85.1%	100.0%
Q21. Which trip planners do you use			
Google transit	27.7%	29.5%	29.2%
GoTriangle	17.1%	20.2%	19.7%
Neither	59.0%	54.4%	55.1%

Q22. Do you use CHT's NextBus?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q22. Do you use CHT's NextBus			
Yes	60.0%	66.5%	65.5%
No	37.9%	31.0%	32.1%
Not provided	2.1%	2.5%	2.4%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q22. Do you use CHT's NextBus			
Yes	61.3%	68.2%	67.1%
No	38.7%	31.8%	32.9%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q23. Would you like to receive email alerts about CHT services			
Yes	24.8%	17.7%	18.8%
No	73.9%	80.6%	79.6%
Don't Know	1.2%	1.7%	1.7%

Q23. Would you like to receive email alerts about CHT services? (without "don't know")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q23. Would you like to receive email alerts about CHT services			
Yes	25.2%	18.0%	19.1%
No	74.8%	82.0%	80.9%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.1%	84.9%	100.0%
Q24. How many people live in your household			
1	25.6%	25.3%	25.3%
2	42.3%	34.1%	35.3%
3	14.5%	15.8%	15.6%
4	9.5%	15.8%	14.9%
5	3.5%	4.0%	3.9%
6	1.6%	1.9%	1.9%
7	0.6%	1.3%	1.2%
8+	2.5%	1.7%	1.8%

Q25. What is your age?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q25. Your age			
Under 35 years	62.4%	79.9%	77.2%
35-44 years	14.3%	9.0%	9.8%
45-54 years	14.6%	4.9%	6.4%
55-64 years	4.7%	4.4%	4.4%
65+ years	4.0%	1.8%	2.1%

Q26. Your gender:

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q26. Your gender			
Male	37.9%	42.2%	41.5%
Female	62.1%	57.8%	58.5%

Q27. What is your total annual household income?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q27. Your total annual household income			
Under $10K	13.1%	31.9%	29.0%
$10K-$19,999	4.9%	12.1%	11.0%
$20K-$29,999	9.2%	12.0%	11.5%
$30K-$39,999	12.2%	10.2%	10.6%
$40K-$49,999	15.6%	7.4%	8.7%
$50K-$74,999	17.7%	9.6%	10.9%
$75K+	22.6%	14.6%	15.8%
Not provided	4.6%	2.2%	2.6%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q27. Your total annual household income			
Under $10K	13.8%	32.6%	29.8%
$10K-$19,999	5.1%	12.4%	11.3%
$20K-$29,999	9.6%	12.2%	11.8%
$30K-$39,999	12.8%	10.5%	10.8%
$40K-$49,999	16.3%	7.6%	8.9%
$50K-$74,999	18.6%	9.9%	11.2%
$75K+	23.7%	14.9%	16.2%

Q28. Are you:

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q28. What are you			
Undergraduate student at UNC	7.6%	38.2%	33.5%
Graduate student at UNC	21.5%	26.4%	25.6%
Staff/contractor at UNC	18.8%	10.7%	11.9%
Faculty at UNC	8.2%	5.6%	6.0%
Employee at UNC Hospital	36.4%	8.2%	12.5%
Not affiliated with UNC	8.8%	12.1%	11.6%
Not provided	0.9%	0.9%	0.9%

Q28. Are you: (without "not provided")

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q28. What are you			
Undergraduate student at UNC	7.6%	38.5%	33.8%
Graduate student at UNC	21.7%	26.6%	25.9%
Staff/contractor at UNC	19.0%	10.8%	12.1%
Faculty at UNC	8.3%	5.6%	6.0%
Employee at UNC Hospital	36.7%	8.3%	12.7%
Not affiliated with UNC	8.9%	12.2%	11.7%

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

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	15.3%	84.7%	100.0%
Q29. Your occupation			
Clerical	8.1%	3.2%	3.9%
Retired	3.1%	1.6%	1.8%
Laborer	0.9%	2.3%	2.1%
Student	25.5%	60.3%	55.0%
Professional	41.4%	18.8%	22.2%
Skilled Technician	10.6%	3.9%	5.0%
Homemaker	1.2%	0.8%	0.8%
Manager	2.5%	1.4%	1.6%
Service Industry	4.4%	4.0%	4.1%
Unemployed	0.6%	3.2%	2.8%
Not provided	1.6%	0.6%	0.8%

Q29a. If you are employed, how long does it typically take you to get from your home to work (oneway)using the bus?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Total	18.8%	81.2%	100.0%
Q29a. How long does it typically take you to get from your home to work (one-way) using the bus			
0-5 minutes	1.1%	4.6%	3.9%
6-10 minutes	11.0%	15.0%	14.3%
11-15 minutes	22.0%	19.7%	20.1%
16-20 minutes	13.6%	23.4%	21.5%
21-25 minutes	2.9%	8.6%	7.5%
26-30 minutes	13.2%	12.7%	12.8%
31-35 minutes	3.7%	3.5%	3.5%
36-40 minutes	5.1%	2.8%	3.2%
41-45 minutes	12.5%	3.8%	5.4%
46-50 minutes	2.9%	1.3%	1.6%

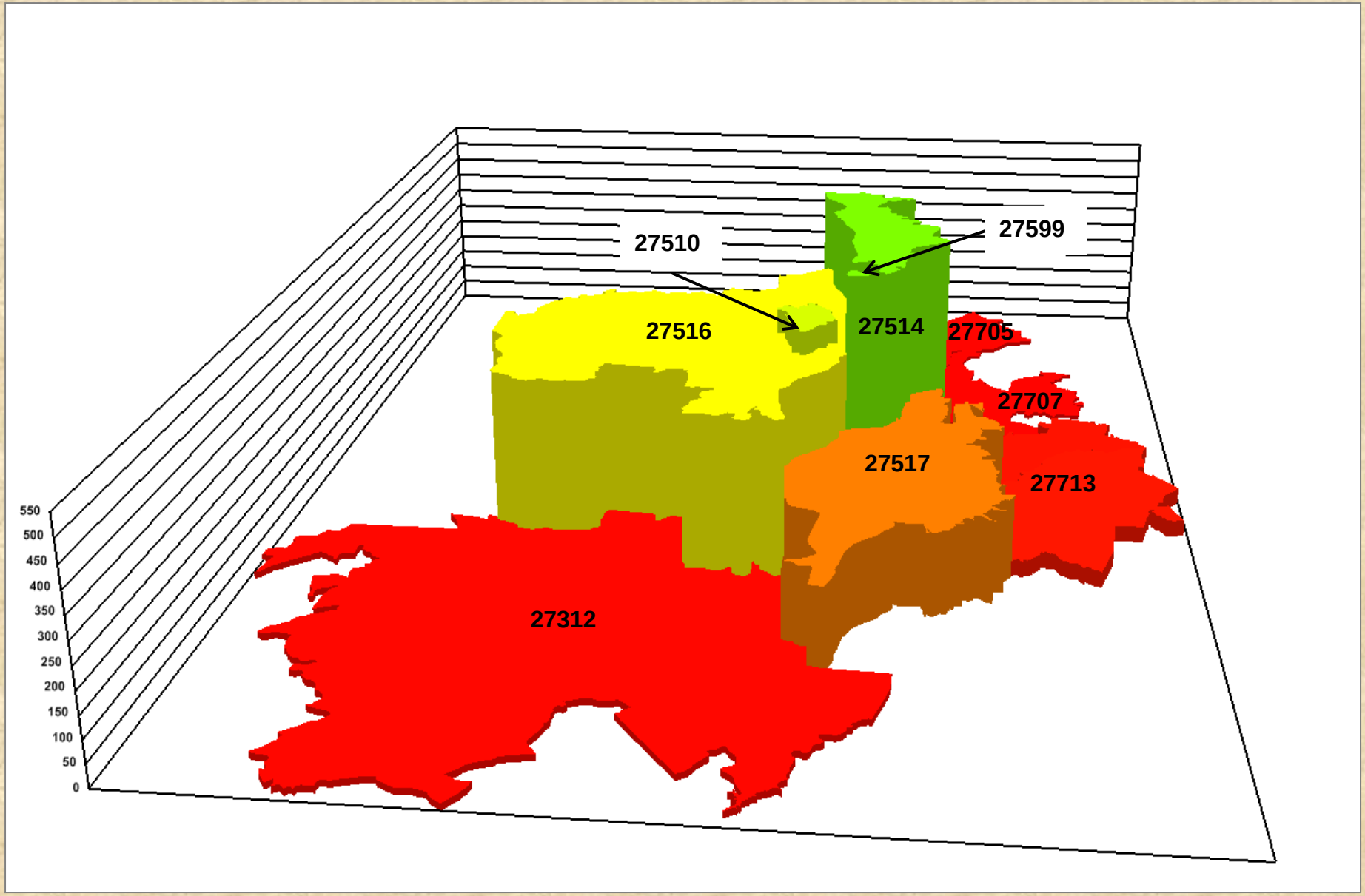
Q29a. If you are employed, how long does it typically take you to get from your home to work (oneway)using the bus?

	Q1. Route Name		Total
	Express Routes	Non Express Routes	
Q29a. How long does it typically take you to get from your home to work (one-way) using the bus (Cont.)			
51+ minutes	12.1%	4.7%	6.1%

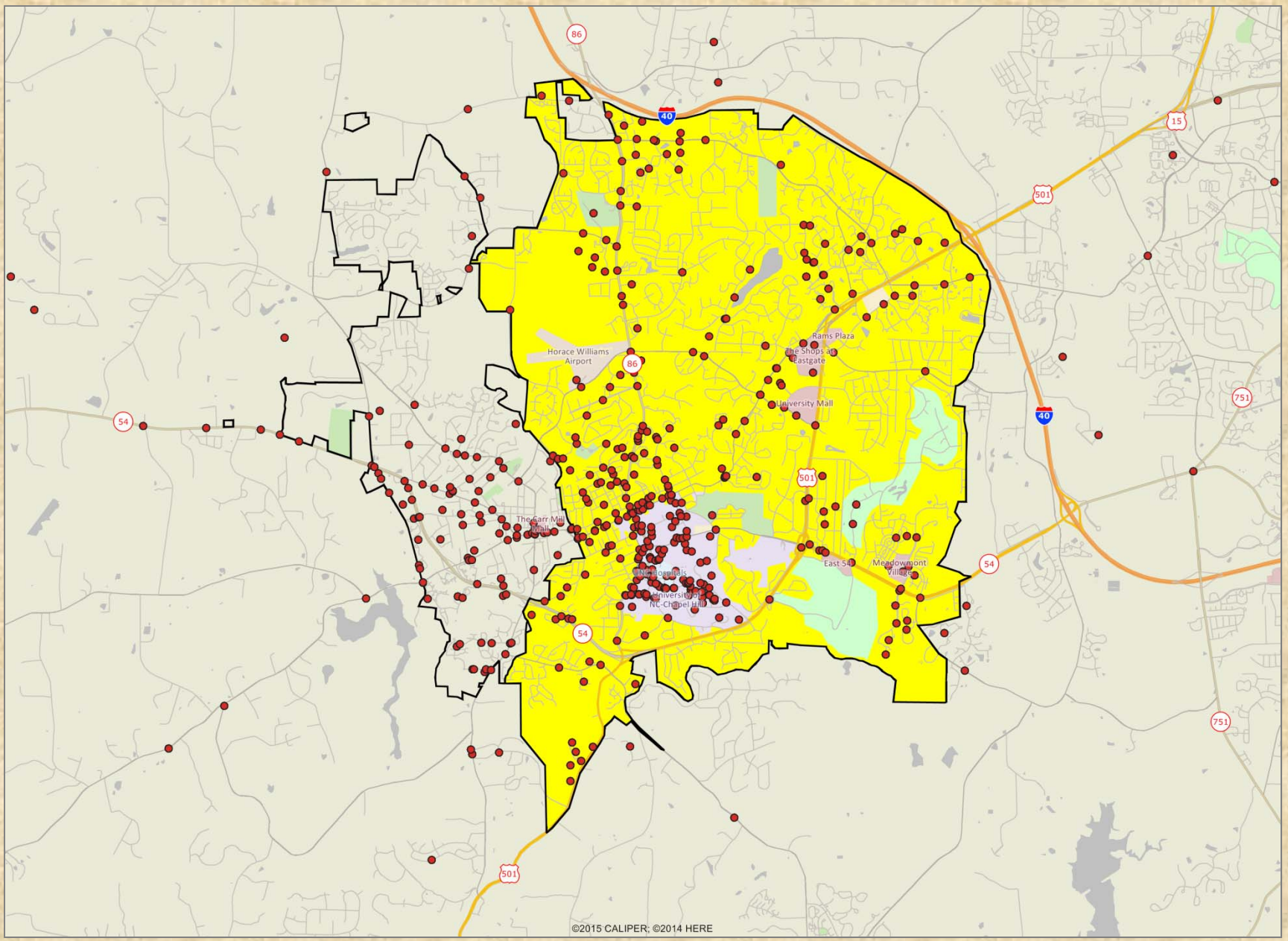
Appendix A:

GIS Maps

Number of Transit Users by Home Zip Code



LOCATED ALIGHTING LOCATIONS



Appendix B:

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.

Chapell Hill Transit (CHT)

2016 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	% of Total	Goal for Completed Surveys	Acutal Completes
Express	CCX	442	12.3%	25	27
Express	CPX	490	13.7%	27	49
Express	DX	89	2.5%	5	10
Express	FCX	1733	48.4%	97	111
Express	HU	359	10.0%	20	23
Express	JFX	468	13.1%	26	40
	TOTAL	3581	100%	200	260

Type	Route	Avg Daily Ridership	% of Total	Goal for Completed Surveys	Acutal Completes
Non-Express	A	1115	5.5%	55	81
Non-Express	CL	133	0.7%	7	17
Non-Express	CM	547	2.7%	27	50
Non-Express	CW	794	4.0%	40	66
Non-Express	D	1633	8.1%	81	116
Non-Express	F	818	4.1%	41	57
Non-Express	G	797	4.0%	40	70
Non-Express	HS	134	0.7%	7	9
Non-Express	J	3316	16.5%	165	170
Non-Express	N	565	2.8%	28	38
Non-Express	NS	3187	15.9%	159	174
Non-Express	NU	1166	5.8%	58	78
Non-Express	RU	1401	7.0%	70	72
Non-Express	S	1421	7.1%	71	114
Non-Express	T	819	4.1%	41	63
Non-Express	U	1781	8.9%	89	120
Non-Express	V	481	2.4%	24	56
	TOTAL	20108	100.0%	1000	1351

Appendix C:

Survey Instrument

2016 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
   __(1) 1 day per week
   __(2) 2 days a week
   __(3) 3 days a week
   __(4) 4 days a week
   __(5) 5 days a week
   __(6) 6 or more days a week
   __(7) First time riding

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 <u>at least once per week</u>?**
   __(1) Less than a month
   __(2) 1-6 months
   __(3) 7-12 months
   __(4) 1-2 years
   __(5) 3-4 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

   6a. **If yes, which one?**_____

   6b. **If you had to pay to park at a Park and Ride location, what is the maximum amount that you would be willing to pay per day to park at a Park and Ride location?**
   __(5) $5.00 per day
   __(4) $4.00 per day
   __(3) $3.00 per day
   __(2) $2.00 per day
   __(1) $1.00 per day
   __(0) I would stop using CHT if I had to pay for parking

7. **If you own a car, why do you use public transportation?** (Check all that apply)
   __(01) Parking is too expensive
   __(02) The bus is faster than driving
   __(03) Parking is hard to find
   __(04) I care about the environment
   __(05) To avoid traffic congestion
   __(06) Don't like driving
   __(07) Driving is too expensive
   __(08) Don't have a license
   __(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
   __(02) No car available for this trip
   __(03) Do not have a drivers license
   __(99) Other: _____

9. **What is the main purpose of this trip?**
   __(1) Work
   __(2) Personal business
   __(3) Shopping
   __(4) Middle school (grades 6-8)
   __(5) High school (grades 9-12)
   __(6) College
   __(7) Hospital/doctor's office
   __(8) Social/recreation
   __(9) Other: _____

10. **How did you get to the bus that you are currently riding?**
    __(1) Walked: ***how many blocks?*** ____blocks
    __(2) Drove a car
    __(3) Got a ride from someone else
    __(4) Rode a bicycle
    __(5) Transferred from another CHT bus
    __(6) Transferred from GoTriangle
    __(7) Transferred from other agency transit service
    __(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
    __(2) Walk
    __(3) Get a ride from someone else
    __(4) Use a taxi
    __(5) Bicycle
    __(6) I would not make this trip

13. **Please check <u>ALL</u> the items that would encourage you to use public transportation <u>more often</u>.**
    ___(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 <u>home</u> 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)

__(01) Operators
__(02) Friends/family
__(03) Employer
__(04) CHT website
__(05) By calling CHT
__(06) Signs posted on buses
__(07) UNC/Hospital Information
__(08) Other riders
__(09) Mobile apps
__(10) Social media
__(11) Other: _____

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?

__(1) Under $10,000
__(2) $10,000 - $19,999
__(3) $20,000 - $29,999
__(4) $30,000 - $39,999
__(5) $40,000 - $49,999
__(6) $50,000 - $74,999
__(7) $75,000 or greater

28. Are you: (check all that apply)

__(1) undergraduate student at UNC **__(2) graduate student at UNC** **__(3) staff/contractor at UNC**
__(4) faculty at UNC **__(5) employee at UNC Hospital** **__(6) not affiliated with UNC**

29. Which ONE of the following BEST describes your occupation? (Check only one.)

__(1) Clerical __(3) Laborer __(5) Professional __(7) Homemaker __(9) Service Industry
__(2) Retired __(4) Student __(6) Skilled Technician __(8) Manager __(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.