



April 1, 2016

Ms. Dee Foster
Regional Civil Rights Officer
Federal Transit Administration
61 Forsyth Street, Suite 17T50
Atlanta, Georgia 30303

RE: Chapel Hill Transit
2016 Title VI Update

Dear Ms. Foster

The enclosed information is being submitted as the 2016 Title VI program update for Chapel Hill Transit. Chapel Hill is part of the Durham/Chapel Hill/Carrboro urbanized area which serves a population in excess of 200,000, based on U.S. Census information. If you have any questions or require additional information, please contact me.

Sincerely,

Timothy D. Schwarzauer
Grants Coordinator

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I. PROVISION OF TITLE VI ASSURANCES

The Town of Chapel Hill, herein “Town,” hereby certifies that, as a condition of receiving Federal financial assistance from the Department of Transportation under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- a. Chapel Hill Transit, herein “CHT” or “Transit,” shall submit on an annual basis, their Title VI Assurance, as part of their annual Certification and Assurance submission to the FTA.
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- c. CHT will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation’s Title VI Regulation, 49 CFR, Part 21.7.

The Town will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration, and/or the U.S. Department of Transportation, and/or the North Carolina Department of Transportation.

II. TITLE VI COMPLIANCE HISTORY

- a. During the course of the last three (3) years, there have not been any lawsuits or complaints received related to Title VI, involving CHT. Currently, there are no outstanding lawsuits or complaints naming The Town of Chapel Hill, or Chapel Hill Transit, which allege discrimination on the basis of race, color or national origin with respect to transit service or other transit benefits.
- b. Currently the Town is applying for Section 5307 & 5339 federal financial assistance funding.
- c. During the course of the last three (3) years, there have not been any Title VI compliance review activities conducted with respect to Transit and, to the best of our knowledge, there are no presently ongoing civil rights compliance review activities being conducted with respect to the Town.
- d. The Town of Chapel Hill has not constructed a transit facility within the last three (3) years. There are currently no pending construction projects which would negatively impact minority communities being performed by Transit.
- e. The Town of Chapel Hill has not in the last three (3) years and currently does not have any sub-recipient grantees that have been passed through federal financial assistance funds by CHT.

III. INCORPORATION OF THE PROGRAM

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

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

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

with all requirements imposed or pursuant to the Act, the Regulations and this assurance.

- f. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
- g. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

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

IV. GENERAL GUIDELINES/REQUIREMENTS

a. Annual Certification and Assurance

As stated in Section I, the Town shall submit annually, their Title VI assurance, as part of their annual Certification and Assurance submission to the FTA.

b. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), CHT has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. The Town's complaint procedures and complaint form are contained herein as APPENDIX A.

c. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), CHT shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming CHT that allege discrimination on the basis of race, color, or nation origin. Such list shall include:

- 1) Date the investigation, lawsuit, or complaint was filed;
- 2) Summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) Actions taken by the CHT in response to the investigation, lawsuit, or complaint.

d. Access for LEP Persons

CHT shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). CHT will assist persons with limited English proficiency to participate in the transportation planning process. CHT Staff will make every effort to provide translators and document translation, where feasible, upon request. CHT's Limited English Proficiency (LEP) Plan is contained herein as APPENDIX B.

e. Public Notification

In compliance with 49 CFT Section 21.9(d), CHT shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by the Title VI. CHT complaint procedures and public notification information are contained herein as **APPENDIX A**.

f. Additional Information

CHT acknowledges that, at the discretion of the FTA, information other than that which is required by FTA C 4702.1B, may be requested in writing of CHT, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

CHT acknowledges that their Title VI submissions and/or updates thereto, shall be supplied to their FTA Regional Office once every three (3) years. The submission shall include, but is not limited to:

- 1) A summary of public outreach plan and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) CHT's process for persons with limited English proficiency (LEP) and the Town's plan for Language Assistance;
- 3) Title VI Complaint and Tracking procedures;
- 4) A list of any Title VI investigations, complaints or lawsuits filed since the last submission; and
- 5) A copy of CHT's public notice regarding Title VI compliance and public access and instructions to CHT Title VI complaint procedures.
- 6) Service standards, service policies, and monitoring results.

h. Environmental Analysis of Construction Projects

CHT shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of transit related construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, CHT shall complete the FTA's standard CE check-list which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), CHT shall integrate into their documents, the following:

- 1) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population;
- 2) A discussion of all adverse effects that would affect the identified minority and low-income population;
- 3) A discussion of all positive effects that would affect the identified minority and low-income population;
- 4) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
- 5) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- 6) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, CHT shall describe why this is so.

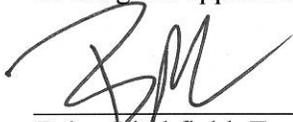
i. Public Participation

CHT shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regards to proposed transportation decisions. CHT shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;
- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities;

- 4) Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities; and
- 5) Implementation of DOT's policy guidance regarding CHT's responsibilities to LEP persons.

The person(s) whose signature appears below, are authorized to sign these assurances on behalf of the grant applicant, recipient, or sub-recipient.



Brian Litchfield, Transit Director
Town of Chapel Hill

3/30/16

Date



Florentine Miller, Deputy Town Manager
Town of Chapel Hill

4/01/2016

Date

Appendix A – Town of Chapel Hill’s Public Notice of Rights and Complaint Process

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I. INTRODUCTION

In compliance with 49 CFR Section 21.9(b), CHT has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. Per The Town of Chapel Hill's Limited English Proficiency (LEP) Plan, **APPENDIX B**, these procedures are made available in both English and Spanish.

II. PUBLIC NOTICE OF RIGHTS

It is the Department's policy that no person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which CHT receives Federal financial assistance. Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Chapel Hill Transit. Any such complaint must be in writing or in person with Chapel Hill Transit Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence. Title VI Discrimination Complaint forms may be obtained from Chapel Hill Transit administrative offices at no cost by calling 919-969-4900, or via internet at <http://www.townofchapelhill.org>. Electronic complaints will not be accepted. Anyone who requires assistance to complete the complaint form should contact the Title VI Coordinator at (919)969-4900.

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

III. INVESTIGATIONS

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

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

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

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

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

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

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Transit Director

Title VI Coordinator

Chapel Hill Transit

6900 Millhouse Road

Chapel Hill, NC 27516

The Title VI Complaint form may also be sent to:

Title VI Program Coordinator

FTA Office of Civil Rights

East Building, 5th Floor

TCR, 1200 New Jersey Ave S.E.

Washington, D.C. 20509

IV. AVISO PÚBLICO DE LOS DERECHOS

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

debe comunicarse con el Coordinador del Título VI al (919) 969-4900.

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

V. INVESTIGACIONES

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

La investigación se ocupará de las quejas en contra de cualquier departamento CHT (s). La investigación se llevará a cabo en conjunción con y bajo el asesoramiento de la Unidad Civil de la Administración Federal de Tránsito de Derechos.

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

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

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

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

Los métodos para la presentación de una queja

El método preferido es el de presentar su queja por escrito utilizando el Formulario de Queja

Título VI, y enviarlo a:
Director de Tránsito
Coordinador del Título VI
Chapel Hill Tránsito
6900 Millhouse carretera
Chapel Hill, NC 27516

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

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

VI. TITLE VI COMPLAINT FORM

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall, on the ground of race, color or nation origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, call (919)969-4900.

1. Complainant Contact Information

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

2. Person discriminated against (if someone other than the complainant)

Name _____

Address _____

City _____ State _____ Zip Code _____

3. Which of the following best describes the reason you believe the discrimination took place?

a. Race _____

b. Color _____

c. National
Origin _____

4. What date did the alleged discrimination take place?

5. Described the alleged discrimination. Explain what happened and who you believe was responsible. If the space below is insufficient please attach additional sheets.

6. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No

7. If yes, check all that apply:
_____ Federal Agency _____ Federal Court _____ State Agency
_____ State Court _____ Local Agency

8. Please provide contact information for the agency/court where the complaint was filed.

Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

Complainant's Signature

Date

All complaints must be on the Title VI Complaint Form. You may attach additional information that may be relevant to your complaint. The investigation will be conducted and completed within 60 days of the receipt of the written complaint. Send all complaints to:

Local
Transit Director
Title VI Coordinator
Chapel Hill Transit
6900 Millhouse Road
Chapel Hill, NC 27516

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

VII TÍTULO VI FORMULARIO de QUEJA

Título VI Formulario de Queja

Título VI del Acta de Derechos Civiles de 1964 establece que "Ninguna persona en los Estados Unidos, en la tierra de origen de raza, color o nación, ser excluido de participar en, ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal. "

Nota: La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para llenar este formulario, llame al (919) 969-4900.

1. Demandante Información de contacto

Nombre _____

Dirección _____

Ciudad _____ Estado _____ ZipCode _____

número de teléfono _____

2. Persona discriminada (si es una persona distinta del autor)

Nombre _____

Dirección _____

Ciudad _____ Estado _____ Zip Code _____

3. ¿Cuál de las siguientes opciones describe mejor la razón por la que cree que la discriminación tuvo lugar?

a. la raza _____

b. de colores _____

c. origen nacional _____

4. ¿En qué fecha la supuesta discriminación ocurrió?

Local
Transit Director
Title VI Coordinator
Chapel Hill Transit
6900 Millhouse Road
Chapel Hill, NC 27516

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

Appendix B – Town of Chapel Hill’s Limited English Proficiency (LEP) Plan

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I INTRODUCTION

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

II EXECUTIVE ORDER 13166

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

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

III PLAN SUMMARY

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

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

In developing the plan while determining the Town's extent of obligation to provide LEP services, the Town undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the CHT service area who maybe served or likely to encounter a CHT program, activity, or service; 2) the frequency with which LEP individuals come in contact with CHT services; 3) the nature and importance of the

program, activity or service provided by the Town to the LEP population; and 4) the resources available to CHT and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

IV FOUR FACTOR ANALYSES

1. The number or proportion of LEP persons eligible in the CHT service area who maybe served or likely to encounter a CHT program, activity, or service

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

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

CHT staff has identified that Orange County is home to 4,600 Spanish speaking LEP's, 900 Other Asian language LEP's, and 900 Chinese LEP's (source LEP.gov). CHT's Spanish speaking LEP's meet the Safe Harbor Threshold; therefore CHT has translated the Title VI complaint process and complaint form into Spanish.

2. The frequency with which LEP individuals come in contact with a CHT program, activity, or service

CHT assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. During fiscal year 2012 CHT has had no requests for interpreters and no requests for translated CHT documents in Orange County. Staff and vehicle operators have had very little to no contact with LEP persons

3. The nature and importance of the program, activity, or service provided by the CHT to LEP community

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

As a result, there is a lack of social, service, professional and leadership organizations within the CHT service area that focus on outreach to LEP individuals. Services provided by CHT that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand response system which serves primarily senior and disabled persons.

4. The resources available to the CHT and overall costs

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

V LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

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

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

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

- Census Bureau's "I Speak Cards" are to be located at CHT's Operations and Administration locations at all times.
- When CHT hosts public meetings or conferences and a special need is identified in advance, CHT will make every effort to have a translator available at the meeting. Our public meeting notices shall have a translation available sentence in Spanish and a phone number to arrange for such service.
- When an interpreter is needed, in person or on the telephone, and transit staff has exhausted the above options, staff will first attempt to determine what language is required and procure translation services as needed.

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

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

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

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

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

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

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers,

advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.

- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “*Un traductor del idioma español estará disponible*” This means “*A Spanish translator will be available*”.
- Key print materials, including but limited to schedules and maps, will be translated and made available at the CHT Operations and Administration Center and on board transit vehicles. When a specific and concentrated LEP population is identified, we will make every effort to include the community. The Transit Department will provide updated materials to the Family and Intercultural Resource Center to use for their outreach services as they are implemented. The Use Policies for the public transportation system are on public display both in English and Spanish at the Transit Center.
- e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is one that can be easily updated. At a minimum, the Town will follow the Title VI Program update schedule for the LEP Plan. However, major updates most likely will not occur until the next Census in 2020 unless the Town finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

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

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

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

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

Any questions or comments regarding this plan should be directed to the Town's Title VI Coordinator. That individual may be contacted at the coordinates listed below:

LANGUAGE IDENTIFICATION FLASHCARD

- | | | |
|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞նք նշո՞ւմ կատարե՞ք այս քառակուսում,
եթե խոսո՞ւմ կամ կարո՞ւմ եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អប្រសើរណាស់ប្រសិនបើ លើកកម្ពស់ ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

- Cocher ici si vous lisez ou parlez le français. 13. French
- Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. 14. German
- Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. 15. Greek
- Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. 16. Haitian Creole
- अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। 17. Hindi
- Kos lub voj no yog koj paub twm thiab hais lus Hmoob. 18. Hmong
- Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. 19. Hungarian
- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. 20. Ilocano
- Marchi questa casella se legge o parla italiano. 21. Italian
- 日本語を読んだり、話せる場合はここに印を付けてください。 22. Japanese
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. 23. Korean
- ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. 24. Laotian
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. 25. Polish

- Assinale este quadrado se você lê ou fala português. 26. Portuguese
- Însemnați această căsuță dacă citiți sau vorbiți românește. 27. Romanian
- Пометьте этот квадратик, если вы читаете или говорите по-русски. 28. Russian
- Обележите овај квадратић уколико читате или говорите српски језик. 29. Serbian
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. 30. Slovak
- Marque esta casilla si lee o habla español. 31. Spanish
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. 32. Tagalog
- ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย. 33. Thai
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. 34. Tongan
- Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. 35. Ukrainian
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ 36. Urdu
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. 37. Vietnamese
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. 38. Yiddish

Appendix C – Chapel Hill Transit’s Public Participation Plan

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I. INTRODUCTION

Chapel Hill Transit is committed to creating an open decision-making process, whereby citizens have the opportunity to be involved in all stages of the transit planning process. This Public Participation Plan is designed to ensure that transit decisions will reflect public priorities, and prevent discrimination on the basis of race, color, or national origin in the planning and operation of public transit services. This plan is in compliance with FTA Circular 4702.1B regarding Title VI Guidelines for FTA recipients, dated October 1, 2012

II. RELATED POLICIES

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

III. ACTIVITIES SUBJECT TO PUBLIC PARTICIPATION

This plan applies to proposed fare changes, Major Service Changes, transit plans, and construction projects.

Definition of Major Service Change

CHT defines a Major Service Change as follows:

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

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

Service changes that are not considered Major Service Changes include, but are not limited to:

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

IV MEANS OF RECEIVING PUBLIC INPUT

a. Public Forum

For proposed fare changes and major service changes, Chapel Hill Transit will hold a public forum(s), scaled in duration and number based on the following factors: scope of the plan or project (neighborhood, community, regional), potential impact, and cost. At the public forum(s), any member of the public can provide comment on the proposed fare increase or service change(s). The forum(s) shall take place prior to the Public Transit Committee taking action on the proposal. The forum(s) will be held in an accessible location and in close proximity to the route or area affected, or as close to the affected area as possible. Attendees of a forum who wish to speak must sign up in advance and will be given an appropriate amount of time based on the number of people wishing to speak to comment on the proposed change(s); this time will generally be limited to 3 minutes per person.

b. Drop-In Session or Workshop

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

c. Collection of Comments On-board Buses or at Key Bus Stops

Transit staff, or their representatives, may collect feedback on-board Chapel Hill Transit buses by either a formalized on-board survey instrument, or an informal information gathering program. CHT staff, or their representatives, may also collect feedback at key bus stops, or other public locations, where potentially affected customers are likely to congregate.

d. Other Methods of Receiving Public Comment

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

E-mail: chtransit@townofchapelhill.org

Mailing address: Chapel Hill Transit
Attn: Customer Service
6900 Millhouse Rd
Chapel Hill, NC 2516

Telephone: (919) 969-4900, press '1'

e. Public Comment Related to Disadvantaged Business Enterprise Goals

The Town of Chapel Hill will consult with minority, women's and general contractor groups, community organizations, and other officials or organizations to obtain information concerning the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for Disadvantaged Business Enterprises, and the Town's efforts to establish a level playing field for the participation of Disadvantaged Business Enterprises. This is in compliance with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts.

V ADEQUATE TIME FOR PUBLIC COMMENT

Chapel Hill Transit shall allow reasonable time for public review and comment on proposed fare, or major service changes at key decision points. Minimum notification periods shall be as follows:

- Public forum – 10 days
- Public drop-in session or workshop – 10 days

VI METHODS FOR NOTIFYING PUBLIC

The Town shall identify the following appropriate method of public notification of its activities and of opportunities for public participation:

The methods that shall be required for public forums are:

- Legal notice in local newspapers
- Press release to local media
- CHT website
- Social media posts

For the remaining types of public participation opportunities (workshops or drop-in sessions, on-board surveys, etc.), the Town may use any of the methods above and/or any of the following:

- Information posted in bus interior
- Information posted at key bus stops
- Information posted on community bulletin boards

- E-mail lists
- Community events
- Local service providers
- Civic and community organizations
- Electronic changeable message signs at bus stops and on board buses

The Town will make every effort to provide, in a timely manner, all materials produced for public information regarding proposed fare changes or major service changes in accessible formats upon request.

VII DOCUMENTATION OF PUBLIC COMMENT AND RESPONSE

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

VIII SERVICE AND FARE EQUITY ANALYSIS

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

a. Methodology & Impact Identification

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

b. Actions to Minimize Impacts

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

IX TITLE VI COMPLAINT PROCEDURE

Chapel Hill Transit is committed to complying with the requirements of Title VI in all of its programs, services, and activities. Any person who believes he or she has been discriminated against is encouraged to report such violations to Chapel Hill Transit's Title VI Coordinator. The procedure for filing a Title VI complaint is described in detail in **APPENDIX A**.

X LEP INVOLVEMENT IN PUBLIC PARTICIPATION

The Town has instituted a Limited English Proficiency (LEP) plan, further described in **APPENDIX B**, to provide a framework for the provision of timely and reasonable language assistance to persons with limited English proficiency who come in contact with the Town and to encourage public participation amongst the Town's LEP population.

XI PUBLIC NOTIFICATION FOR NON-MAJOR SERVICE CHANGES

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

XII REVIEW AND UPDATE OF PUBLIC PARTICIPATION PLAN

Chapel Hill Transit will review this Public Participation Plan on an annual basis and make changes to it based on feedback and direction provided by the Public Transit Committee and members of the public.

Appendix D – Town of Chapel Hill’s Racial Breakdown of Non-elected Advisory Councils

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I INTRODUCTION

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

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

II CHAPEL HILL TRANSIT FUNDING PARTNERS

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

III CHAPEL HILL TRANSIT PARTNERS COMMITTEE

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

While the membership of this board is not comprised of members of the general public, and not all of its membership is chosen by the recipient –TOCH – we have included a racial breakdown in the table below, due to the import and influence of this committee on the policies and planning for CHT.

- Total Number on the Chapel Hill Transit Partners Committee—9
- Vacancies—0
- Racial Breakdown: 9 Current Members- five (5) Caucasian, four (4) None Listed

IV TRANSPORTATION AND CONNECTIVITY ADVISORY BOARD

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

The Transportation and Connectivity Advisory Board consists of nine (9) members. Four (4) must be residents of the Town, one (1) bicycle advocate, one (1) greenways advocate, two (2) residents

from Orange, Durham, Alamance, or Chatham county. In addition one (1) will be appointed by the UNC Chapel Hill Student Body President. Members serve staggered, three-year terms, and shall not be eligible for more than two consecutive three-year terms. The UNC student member will serve a two-year term and may be reappointed to additional terms.

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

- Total Number on the Transportation and Connectivity Advisory Board—9
- Current Council Appointed Vacancies—2
- Racial Breakdown: 7 Current members- five (5) Caucasian, one (1) Multi-Ethnic, one (1) None Listed

V EFFORTS TO ENCOURAGE MINORITY PARTICIPATION

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

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

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

Appendix E – Chapel Hill Transit’s Service Standards and Service Policies

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I INTRODUCTION

The following information fulfills the Program-Specific Requirements in the Data Collection and Reporting Requirements section of the Title VI Program Guidelines for the Federal Transit Administration. This information on the manner in which Chapel Hill Transit provides service and benefits is required by both DOJ and DOT regulations. The information below also outlines the procedures that are on-going, to monitor the level and quality of services provided to the Town of Chapel Hill's minority communities.

II DEMOGRAPHIC AND SERVICE PROFILE MAPS

a. Base Map

A map of the entire transit service area, which includes all traffic analysis zones (TAZs), major streets and highways, and major activity centers has been included (see Appendix, Figure A). Chapel Hill Transit (CHT) is a bus-only system and thus does not contain fixed transit facilities. The service area for the Chapel Hill Transit fixed route system includes the entire municipal limits of Chapel Hill and Carrboro, including the University of North Carolina in Chapel Hill. All maps in this Appendix include the municipal boundaries for both Chapel Hill and Carrboro. Regional trips, provided by the Triangle Transit Authority, are not included.

b. Overlays

i. Minority Population Overlays

Two overlays have been provided for the minority population within Chapel Hill Transit's service area: the first shows total minority population by TAZ (see Figure B), the other shows the percentage of minorities within each TAZ (see Figure C).

The total minority population overlay is broken into five subgroups. The percentage of minorities overlay is also broken into five groups, with the first two groups including TAZs that fall below the service area average of the minority population (32.8%). The last three groups in this overlay are all TAZs that may have a higher percentage of minorities than the service area average.

A description of what a "minority population" constitutes can be found in part c. of this section.

ii. Transit Service Overlay

This overlay shows all of the fixed-route, weekday transit routes in Chapel Hill Transit's system including bus stops (see Figure D).

c. Population/Race Distribution Chart

A chart for each traffic analysis zone in the service area with total numbers and percentages for each minority group in that zone has been provided (see Appendix, Figure F). The following shows total populations and percentages for Chapel Hill Transit’s service area:

Table 1

	Total Population	Hispanic Population	Black Population	Asian Population	All Other, including 2 or more races	Total Minority Population
Population Totals:	77,555	6,308	7,901	8,040	3,178	25,427
Total Percentages:	100%	8.1%	10.2%	10.4%	4.1%	32.8%

This data was taken from the 2010 U.S. Census. For the purpose of this section, those who indicated that they were of Hispanic origin were counted only as Hispanic, despite any “race” they identified with.

For every other minority group, Table 1 includes only people who identified as non-Hispanic to avoid double counting. In addition, anyone who identified as non-Hispanic and being two or more races were considered as being part of a minority group.

d. Information Collected from Surveys

Chapel Hill Transit performs an on-board customer survey every 2 years. See APPENDIX F for survey instrument and results of the Spring 2016 Customer Survey.

III IDENTIFICATION OF TRANSIT ROUTES SERVING MINORITY AREAS

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

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

- TAZs that were both “majority minority” and had a total minority population above 300 were weighted twice as much as the other TAZs

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

IV SERVICE STANDARDS AND POLICIES

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

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

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

a. Vehicle Load

Chapel Hill Transit has adopted a standard for vehicle loading that equals the number of seated passengers, plus standees. For the standard 35’ bus operated by Chapel Hill Transit this provides for total capacity of 52 passengers. Chapel Hill Transit also operates 40’ buses that have a total capacity of 79, and 60’ articulating buses that have a total capacity of 100. Analysis of the routes serving minority areas is included in the table below.

Table 2

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

b. Vehicle Assignment

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

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

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

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

Chapel Hill Transit randomly assigns buses to individual routes, based on availability and scheduled maintenance. The average age of the Chapel Hill fleet is 11 years.

Chapel Hill Transit operates primarily 35' buses, but also has 40' and 60' buses available. Service along those routes identified as serving minority areas is provided with 35', 40', and 60' buses.

c. Vehicle Headway

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

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

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

d. Distribution of Transit Amenities

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

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

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

The results are shown below in Table 3:

Table 3

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

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

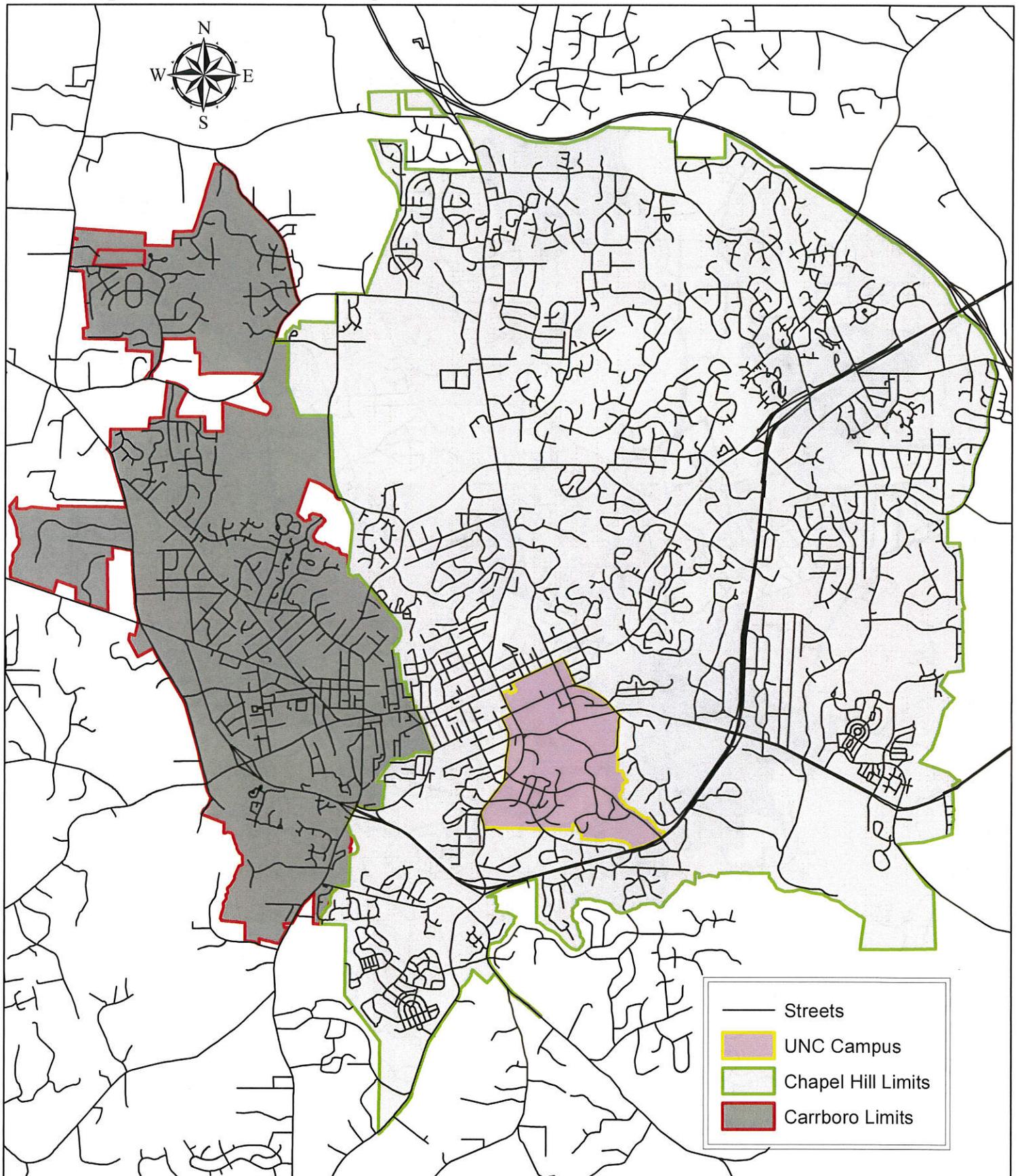
e. Transit Access

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

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

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

Figure A: Chapel Hill Transit Service Area



0 0.5 1 2 Miles

Map prepared March 2013
Source: Chapel Hill Transit

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

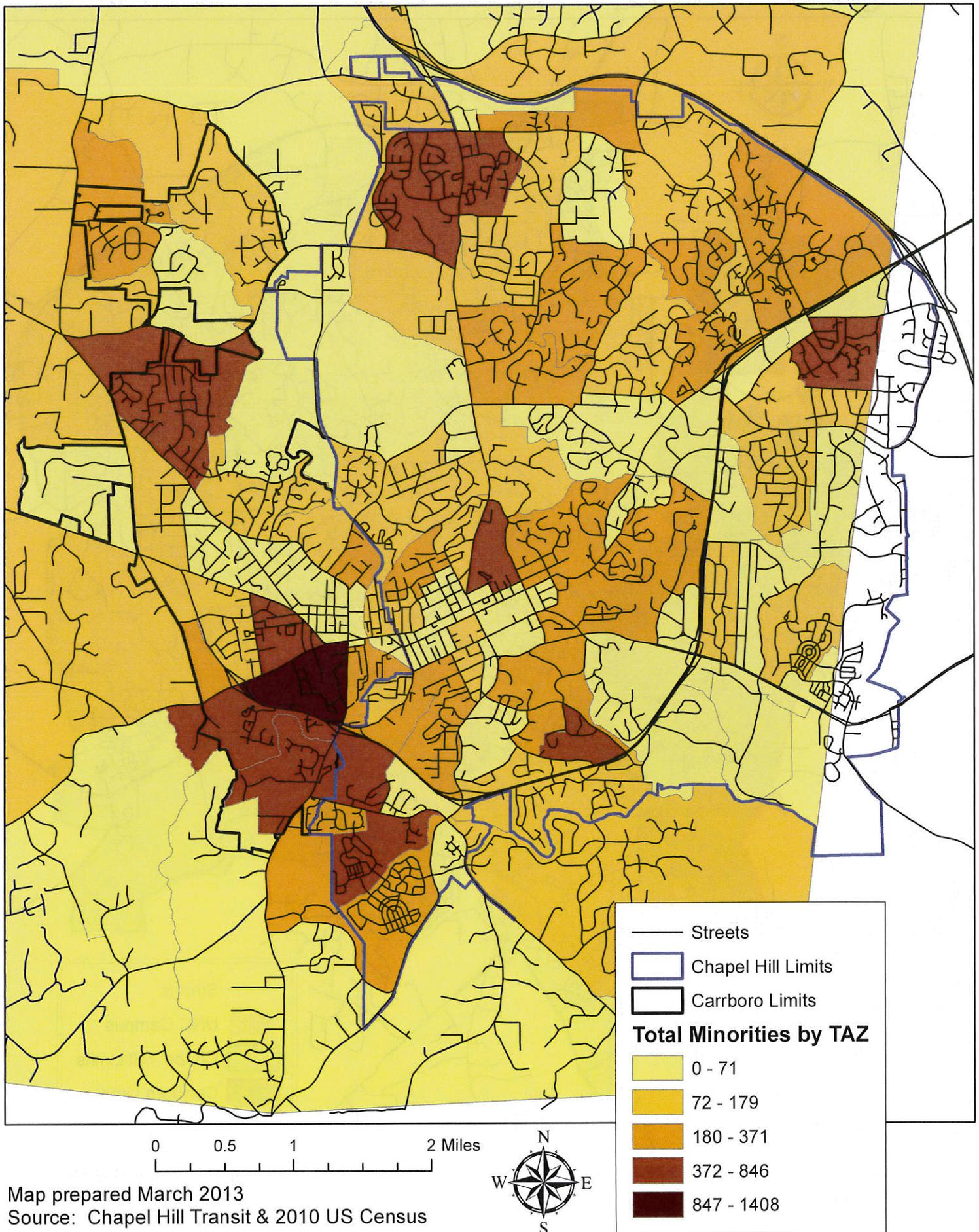


Figure C: Location of Minorities in CHT Service Area (Percentage)

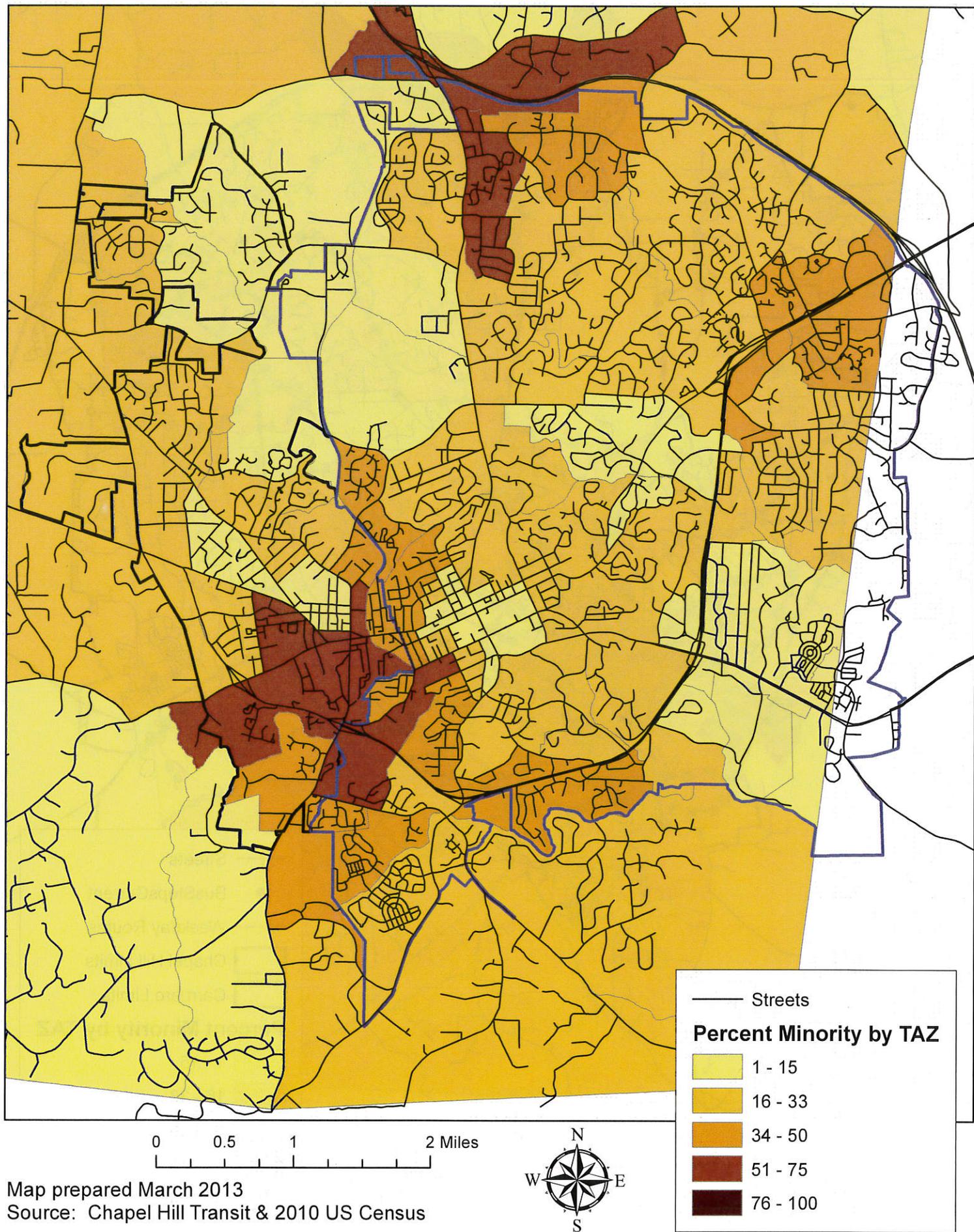
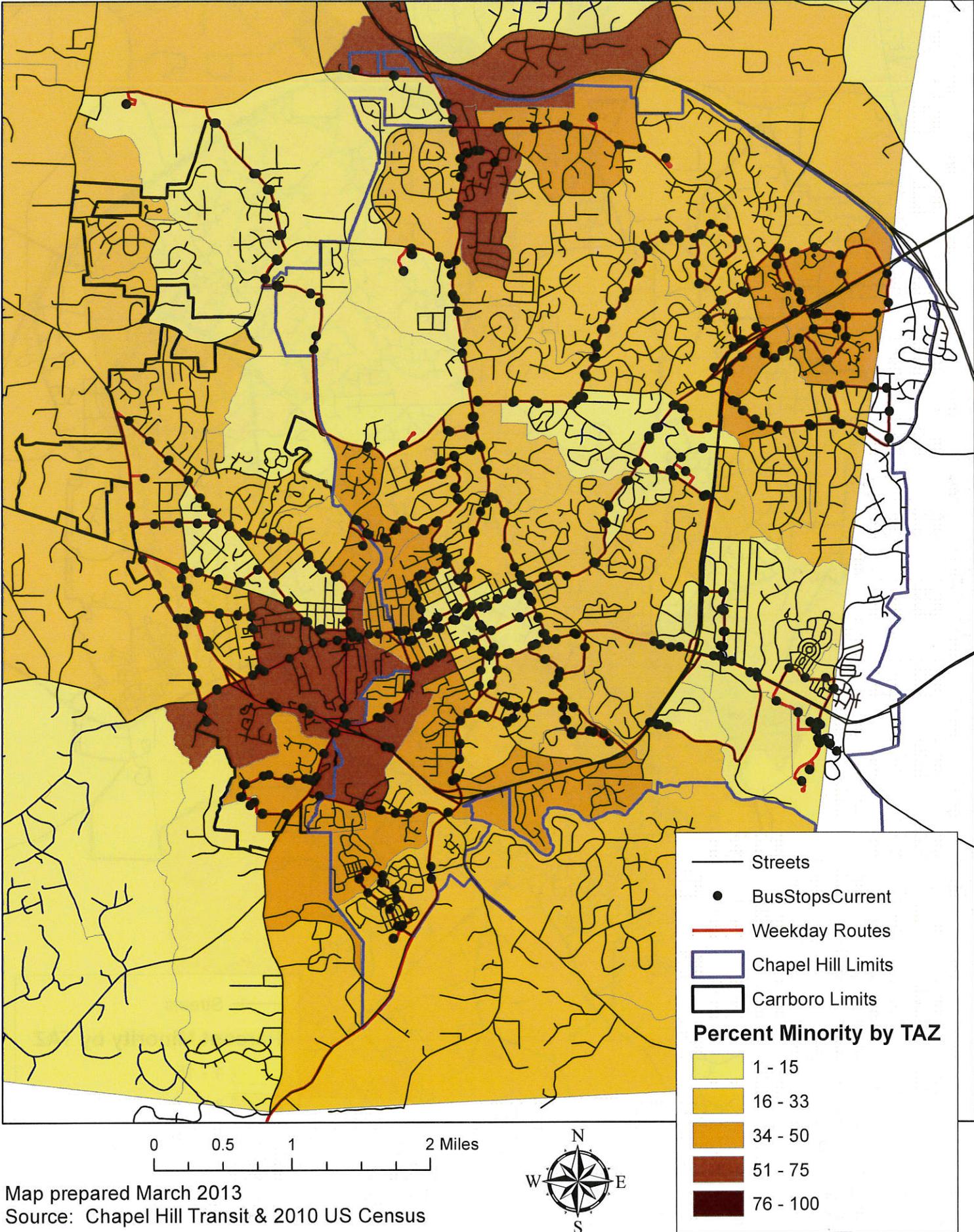
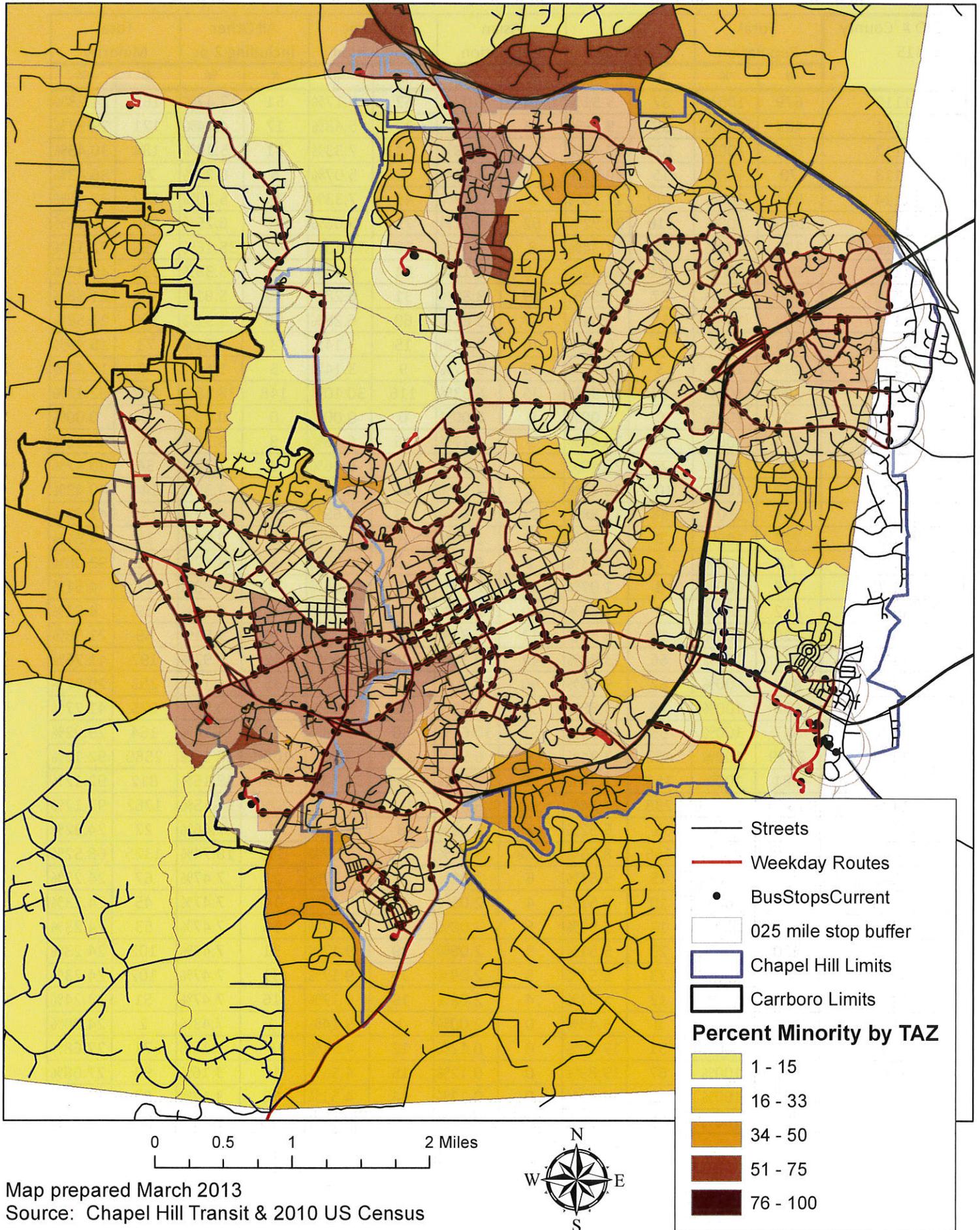


Figure D: CHT Weekday Routes and Bus Stops



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

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



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

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

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

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

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

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

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

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

Appendix F – Spring 2016 Customer Survey Results

Month

Month	Number	Percent
Feb	2161	100.0 %
Total	2161	100.0 %

Q1. Which Route are you currently on?

Q1. Route Name	Number	Percent
A	101	4.7 %
CCX	27	1.2 %
CL	28	1.3 %
CM	67	3.1 %
CPX	50	2.3 %
CW	121	5.6 %
D	198	9.2 %
DX	9	0.4 %
F	68	3.1 %
FCX	121	5.6 %
G	77	3.6 %
HS	19	0.9 %
HU	38	1.8 %
J	205	9.5 %
JFX	85	3.9 %
JN	10	0.5 %
L	1	0.0 %
N	56	2.6 %
NI	1	0.0 %
NS	192	8.9 %
NU	166	7.7 %
RL	1	0.0 %
RU	83	3.8 %
S	118	5.5 %
T	72	3.3 %
U	174	8.1 %
V	73	3.4 %
Total	2161	100.0 %

Q2. How often do you use CHT?

<u>Q2. How often do you use CHT</u>	<u>Number</u>	<u>Percent</u>
Less than once a week	63	2.9 %
1 day per week	60	2.8 %
2 days a week	102	4.7 %
3 days a week	225	10.4 %
4 days a week	228	10.6 %
5 days a week	1136	52.6 %
6+ days a week	332	15.4 %
First time riding	10	0.5 %
Not provided	5	0.2 %
Total	2161	100.0 %

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

<u>Q3. How many times per week do you use CHT for trips other than going to work/school</u>	<u>Number</u>	<u>Percent</u>
0	1172	57.6 %
1	247	12.1 %
2	206	10.1 %
3	131	6.4 %
4	63	3.1 %
5	85	4.2 %
6	34	1.7 %
7	97	4.8 %
Total	2035	100.0 %

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

<u>Q4. How long have you been using CHT's services at least once per week</u>	<u>Number</u>	<u>Percent</u>
Less than a month	75	3.5 %
1-6 months	435	20.2 %
7-12 months	313	14.5 %
1-2 years	562	26.0 %
3-4 years	370	17.1 %
4+ years	380	17.6 %
Not provided	23	1.1 %
Total	2158	100.0 %

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

Q4. How long have you been using CHT's services at least once per week	Number	Percent
Less than a month	75	3.5 %
1-6 months	435	20.4 %
7-12 months	313	14.7 %
1-2 years	562	26.3 %
3-4 years	370	17.3 %
4+ years	380	17.8 %
Total	2135	100.0 %

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

Q5. Do you have another vehicle that could be used to make this trip	Number	Percent
Yes	1333	62.0 %
No	806	37.5 %
Not provided	12	0.6 %
Total	2151	100.0 %

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

Q6. Did you board this bus at a Park and Ride location	Number	Percent
Yes	505	23.4 %
No	1637	76.0 %
Not provided	12	0.6 %
Total	2154	100.0 %

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

Q6. Did you board this bus at a Park and Ride location	Number	Percent
Yes	505	23.6 %
No	1637	76.4 %
Total	2142	100.0 %

Q6a. If YES, which one?

<u>Q6a. Which one</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q6a. Which one</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q6a. Which one</u>	<u>Number</u>	<u>Percent</u>
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 %

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?

Q6b. Maximum amount you would be willing to pay per day to park at a Park & Ride location	Number	Percent
\$5.00 per day	7	1.4 %
\$4.00 per day	6	1.2 %
\$3.00 per day	40	7.9 %
\$2.00 per day	164	32.5 %
\$1.00 per day	146	29.0 %
I would stop using CHT if I had to pay for parking	90	17.9 %
Don't know	51	10.1 %
Total	504	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? (without "don't know")

Q6b. Maximum amount you would be willing to pay per day to park at a Park & Ride location	Number	Percent
\$5.00 per day	7	1.5 %
\$4.00 per day	6	1.3 %
\$3.00 per day	40	8.8 %
\$2.00 per day	164	36.2 %
\$1.00 per day	146	32.2 %
I would stop using CHT if I had to pay for parking	90	19.9 %
Total	453	100.0 %

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

Q7. Why do you use public transportation	Number	Percent
Parking is too expensive	1149	53.2 %
Bus is faster than driving	248	11.5 %
Parking is hard to find	1030	47.7 %
I care about environment	510	23.6 %
To avoid traffic congestion	392	18.1 %
Don't like driving	206	9.5 %
Driving is too expensive	142	6.6 %
Don't have a license	81	3.7 %
Other	238	11.0 %
Not provided	383	17.7 %
Total	4379	

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

<u>Q7. Why do you use public transportation</u>	<u>Number</u>	<u>Percent</u>
Parking is too expensive	1149	64.6 %
Parking is hard to find	1030	57.9 %
I care about environment	510	28.7 %
To avoid traffic congestion	392	22.0 %
Bus is faster than driving	247	13.9 %
Other	238	13.4 %
Don't like driving	206	11.6 %
Driving is too expensive	142	8.0 %
Don't have a license	81	4.6 %
Total	3995	

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

<u>Q8. Why do you use public transportation</u>	<u>Number</u>	<u>Percent</u>
It's my only alternative	429	19.9 %
No car available for this trip	206	9.5 %
Do not have a drivers license	135	6.2 %
Other	84	3.9 %
Not provided	1483	68.6 %
Total	2338	

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

<u>Q8. Why do you use public transportation</u>	<u>Number</u>	<u>Percent</u>
It's my only alternative	428	63.1 %
No car available for this trip	206	30.4 %
Do not have a drivers license	135	19.9 %
Other	84	12.4 %
Total	853	

Q9. What is the main purpose of this trip?

<u>Q9. Main purpose of this trip</u>	<u>Number</u>	<u>Percent</u>
Work	1010	46.7 %
Personal business	142	6.6 %
Shopping	60	2.8 %
Middle school (grades 6-8)	3	0.1 %
High school (grades 9-12)	14	0.6 %
College	979	45.3 %
Hospital/doctor's office	46	2.1 %
Social/recreation	34	1.6 %
Other	78	3.6 %
Not provided	9	0.4 %
Total	2375	

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

<u>Q9. Main purpose of this trip</u>	<u>Number</u>	<u>Percent</u>
Work	1010	46.9 %
College	979	45.5 %
Personal business	142	6.6 %
Other	78	3.6 %
Shopping	60	2.8 %
Hospital/doctor's office	46	2.1 %
Social/recreation	34	1.6 %
High school (grades 9-12)	14	0.7 %
Middle school (grades 6-8)	3	0.1 %
Total	2366	

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

<u>Q10. How did you get to the bus that you are currently riding</u>	<u>Number</u>	<u>Percent</u>
Walked	1712	79.2 %
Drove a car	312	14.4 %
Got a ride from someone else	20	0.9 %
Rode a bicycle	10	0.5 %
Transferred from another CHT bus	61	2.8 %
Transferred from GoTriangle	17	0.8 %
Transferred from other agency transit service	5	0.2 %
Other	11	0.5 %
Not provided	15	0.7 %
Total	2163	

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

Q10. How did you get to the bus that you are currently riding	Number	Percent
Walked	1712	79.8 %
Drove a car	312	14.5 %
Transferred from another CHT bus	61	2.8 %
Got a ride from someone else	20	0.9 %
Transferred from GoTriangle	17	0.8 %
Other	11	0.5 %
Rode a bicycle	10	0.5 %
Transferred from other agency transit service	5	0.2 %
Total	2148	

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

Q10. How many blocks	Number	Percent
Less than .3	129	8.1 %
.3	1	0.1 %
.5	22	1.4 %
1	829	52.2 %
2	361	22.7 %
3	123	7.7 %
4	47	3.0 %
5	32	2.0 %
6	19	1.2 %
7	7	0.4 %
8	3	0.2 %
9	1	0.1 %
10+	15	0.9 %
Total	1589	100.0 %

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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 HOSPITALS	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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
BREADMONTON 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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/HILLSBOROUGH (CARRBORO)	1	0.1 %
HILLSBOROUGH & MLK	1	0.1 %
PITTSBORO 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
MCDUGLE 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
SEWELL 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
MUNICIPAL 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 FONDRERS 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 HOSPITAL	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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 EPESS 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 & EPHEBUS 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 WEAVER 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
VARSIY ON FRANKLIN	1	0.1 %
PLANETARIUM/RALEIGH ST	1	0.1 %
VARSIY 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 %
MCDUGALL 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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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 LONGVIEW	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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q11. Address or closest intersection to destination</u>	<u>Number</u>	<u>Percent</u>
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?

Q12. How would you make this trip	Number	Percent
Use my car	951	44.0 %
Walk	739	34.2 %
Get a ride from someone else	275	12.7 %
Use a taxi	142	6.6 %
Bicycle	284	13.1 %
I would not make this trip	154	7.1 %
Don't know	38	1.8 %
Total	2583	

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

Q12. How would you make this trip	Number	Percent
Use my car	951	44.8 %
Walk	739	34.8 %
Bicycle	284	13.4 %
Get a ride from someone else	275	13.0 %
I would not make this trip	154	7.3 %
Use a taxi	142	6.7 %
Total	2545	

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

Q13. All items that would encourage you to use public transportation more often	Number	Percent
Nothing. I am riding it as often as I can	721	33.4 %
More frequent service (if buses came by stops more often)	1044	48.3 %
Faster travel time (if it took less time to get to destinations)	573	26.5 %
More service offered later in the evenings	933	43.2 %
More service offered earlier in the mornings	274	12.7 %
More service offered on Saturdays	829	38.4 %
More service offered on Sundays	782	36.2 %
Cleaner/better maintained vehicles	89	4.1 %
Service provided to more destinations	429	19.9 %
More information available about the services offered	114	5.3 %
Buses being on-time/service more reliable	468	21.7 %
More covered shelters available	276	12.8 %
Fuel prices increase	112	5.2 %
Bus stops located closer to your home	333	15.4 %
More comfortable vehicles	82	3.8 %
Operator(s) more helpful	52	2.4 %
Not provided	12	0.5 %
Total	7123	

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

Q13. All items that would encourage you to use public transportation more often	Number	Percent
More frequent service (if buses came by stops more often)	1044	48.6 %
More service offered later in the evenings	933	43.4 %
More service offered on Saturdays	829	38.6 %
More service offered on Sundays	782	36.4 %
Nothing. I am riding it as often as I can	721	33.5 %
Faster travel time (if it took less time to get to destinations)	573	26.7 %
Buses being on-time/service more reliable	468	21.8 %
Service provided to more destinations	429	20.0 %
Bus stops located closer to your home	333	15.5 %
More covered shelters available	276	12.8 %
More service offered earlier in the mornings	274	12.7 %
More information available about the services offered	114	5.3 %
Fuel prices increase	112	5.2 %
Cleaner/better maintained vehicles	89	4.1 %
More comfortable vehicles	82	3.8 %
Operator(s) more helpful	52	2.4 %
Total	7112	

Q14. What is your home ZIP CODE?

<u>Q14. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q14. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q14. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q14. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q14. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q15. How many blocks is your home from the nearest bus stop</u>	<u>Number</u>	<u>Percent</u>
Less than .3	251	13.6 %
.3	1	0.1 %
.5	24	1.3 %
1	840	45.6 %
2	343	18.6 %
3	143	7.8 %
4	63	3.4 %
5	40	2.2 %
6	14	0.8 %
7	10	0.5 %
8	5	0.3 %
9	1	0.1 %
10+	106	5.8 %
Total	1841	100.0 %

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

<u>Q16. Do you think you will still be using CHT a year from now</u>	<u>Number</u>	<u>Percent</u>
Yes	1797	84.0 %
No	318	14.9 %
Don't know	24	1.1 %
Total	2139	100.0 %

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

<u>Q17. How would you rate quality of CHT</u>	<u>Number</u>	<u>Percent</u>
Excellent	643	30.0 %
Good	1245	58.0 %
Average	213	9.9 %
Poor	24	1.1 %
Don't know	20	0.9 %
Total	2145	100.0 %

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

<u>Q17. How would you rate quality of CHT</u>	<u>Number</u>	<u>Percent</u>
Excellent	643	30.3 %
Good	1245	58.6 %
Average	213	10.0 %
Poor	24	1.1 %
Total	2125	100.0 %

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

(N=2161)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Timeliness of buses	22.6%	52.1%	16.3%	7.3%	1.4%	0.3%
Q18b. Cleanliness/maintenance of buses	37.4%	49.2%	11.3%	1.4%	0.4%	0.4%
Q18c. How comfortable buses are to ride	30.7%	49.3%	16.2%	2.7%	0.4%	0.6%
Q18d. Availability of bus shelters at bus stops	20.1%	37.3%	29.0%	11.2%	1.5%	1.0%
Q18e. How quickly buses get you to your destination	24.6%	47.0%	20.9%	5.8%	0.8%	0.9%
Q18f. How close bus stops are located to your home	41.9%	34.8%	12.7%	4.7%	1.8%	4.1%
Q18g. How close bus stops are located to your workplace or other frequent destinations	44.1%	39.1%	11.4%	2.4%	0.6%	2.4%
Q18h. Number of destinations served by the bus	28.9%	45.7%	17.7%	4.8%	1.0%	2.0%
Q18i. Hours bus service is offered	15.9%	35.3%	25.4%	17.1%	3.5%	2.8%
Q18j. Availability of bus services on Saturdays	9.6%	15.7%	28.8%	23.4%	8.7%	13.7%
Q18k. Availability of bus services on Sundays	8.7%	13.7%	28.3%	22.0%	11.9%	15.4%
Q18l. How easy it is to transfer between buses	17.4%	30.2%	27.1%	4.6%	1.3%	19.4%
Q18m. How safely bus drivers operate vehicles	38.0%	45.5%	12.4%	1.8%	0.5%	1.8%
Q18n. Courtesy/customer service of operators	41.9%	41.6%	12.2%	1.7%	0.5%	2.1%
Q18o. How knowledgeable bus operators are about services	36.9%	41.8%	12.6%	1.2%	0.4%	7.2%
Q18p. Availability of route & schedule information	36.1%	42.5%	14.0%	4.9%	0.8%	1.7%
Q18q. How easy it is to understand route & schedule information	32.2%	41.3%	17.9%	5.5%	1.1%	1.9%
Q18r. Usefulness of information on buses	25.7%	39.6%	24.9%	3.4%	0.3%	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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18s. How easy it is to learn to use CHT bus system	33.9%	42.9%	17.2%	3.8%	0.6%	1.7%
Q18t. How safe you feel while traveling on the bus	46.6%	44.0%	7.8%	0.7%	0.2%	0.6%
Q18u. How safe you feel while waiting at bus stops	38.6%	44.8%	13.2%	2.4%	0.5%	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")

(N=2161)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Timeliness of buses	22.6%	52.3%	16.3%	7.3%	1.4%
Q18b. Cleanliness/maintenance of buses	37.5%	49.3%	11.4%	1.4%	0.4%
Q18c. How comfortable buses are to ride	30.9%	49.6%	16.3%	2.7%	0.4%
Q18d. Availability of bus shelters at bus stops	20.3%	37.7%	29.3%	11.3%	1.5%
Q18e. How quickly buses get you to your destination	24.8%	47.4%	21.1%	5.9%	0.8%
Q18f. How close bus stops are located to your home	43.7%	36.3%	13.2%	4.9%	1.9%
Q18g. How close bus stops are located to your workplace or other frequent destinations	45.2%	40.1%	11.7%	2.5%	0.6%
Q18h. Number of destinations served by the bus	29.5%	46.6%	18.1%	4.9%	1.0%
Q18i. Hours bus service is offered	16.3%	36.3%	26.1%	17.6%	3.6%
Q18j. Availability of bus services on Saturdays	11.1%	18.2%	33.4%	27.2%	10.1%
Q18k. Availability of bus services on Sundays	10.3%	16.2%	33.4%	25.9%	14.1%
Q18l. How easy it is to transfer between buses	21.6%	37.4%	33.6%	5.7%	1.6%
Q18m. How safely bus drivers operate vehicles	38.7%	46.3%	12.7%	1.9%	0.5%
Q18n. Courtesy/customer service of operators	42.8%	42.5%	12.4%	1.7%	0.5%
Q18o. How knowledgeable bus operators are about services	39.7%	45.1%	13.5%	1.3%	0.4%
Q18p. Availability of route & schedule information	36.7%	43.2%	14.3%	5.0%	0.8%
Q18q. How easy it is to understand route & schedule information	32.9%	42.1%	18.3%	5.6%	1.2%
Q18r. Usefulness of information on buses	27.3%	42.1%	26.5%	3.7%	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")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18s. How easy it is to learn to use CHT bus system	34.5%	43.6%	17.4%	3.9%	0.6%
Q18t. How safe you feel while traveling on the bus	46.9%	44.2%	7.9%	0.7%	0.2%
Q18u. How safe you feel while waiting at bus stops	38.8%	45.0%	13.3%	2.5%	0.5%

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

<u>Q19. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Timeliness of buses	1063	49.2 %
Cleanliness/maintenance of buses	21	1.0 %
How comfortable buses are to ride	8	0.4 %
Availability of bus shelters at bus stops	27	1.2 %
How quickly buses get you to your destination	93	4.3 %
How close bus stops are located to your home	104	4.8 %
How close bus stops are located to your workplace or other frequent destinations	40	1.9 %
Number of destinations served by the bus	35	1.6 %
Hours bus service is offered	184	8.5 %
Availability of bus services on Saturdays	104	4.8 %
Availability of bus services on Sundays	72	3.3 %
How easy it is to transfer between buses	8	0.4 %
How safely bus drivers operate vehicles	49	2.3 %
Courtesy/customer service of operators	23	1.1 %
How knowledgeable bus operators are about services	2	0.1 %
Availability of route & schedule information	22	1.0 %
How easy it is to understand route & schedule information	17	0.8 %
Usefulness of information on buses	5	0.2 %
How easy it is to learn to use CHT bus system	10	0.5 %
How safe you feel while traveling on the bus	114	5.3 %
How safe you feel while waiting at bus stops	41	1.9 %
<u>None chosen</u>	<u>119</u>	<u>5.5 %</u>
Total	2161	100.0 %

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

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Timeliness of buses	221	10.2 %
Cleanliness/maintenance of buses	104	4.8 %
How comfortable buses are to ride	42	1.9 %
Availability of bus shelters at bus stops	62	2.9 %
How quickly buses get you to your destination	321	14.9 %
How close bus stops are located to your home	161	7.5 %
How close bus stops are located to your workplace or other frequent destinations	104	4.8 %
Number of destinations served by the bus	93	4.3 %
Hours bus service is offered	199	9.2 %
Availability of bus services on Saturdays	167	7.7 %
Availability of bus services on Sundays	111	5.1 %
How easy it is to transfer between buses	25	1.2 %
How safely bus drivers operate vehicles	65	3.0 %
Courtesy/customer service of operators	54	2.5 %
How knowledgeable bus operators are about services	13	0.6 %
Availability of route & schedule information	45	2.1 %
How easy it is to understand route & schedule information	23	1.1 %
Usefulness of information on buses	7	0.3 %
How easy it is to learn to use CHT bus system	20	0.9 %
How safe you feel while traveling on the bus	118	5.5 %
How safe you feel while waiting at bus stops	70	3.2 %
<u>None chosen</u>	<u>136</u>	<u>6.3 %</u>
Total	2161	100.0 %

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

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Timeliness of buses	175	8.1 %
Cleanliness/maintenance of buses	57	2.6 %
How comfortable buses are to ride	69	3.2 %
Availability of bus shelters at bus stops	42	1.9 %
How quickly buses get you to your destination	168	7.8 %
How close bus stops are located to your home	112	5.2 %
How close bus stops are located to your workplace or other frequent destinations	154	7.1 %
Number of destinations served by the bus	115	5.3 %
Hours bus service is offered	247	11.4 %
Availability of bus services on Saturdays	90	4.2 %
Availability of bus services on Sundays	120	5.6 %
How easy it is to transfer between buses	38	1.8 %
How safely bus drivers operate vehicles	108	5.0 %
Courtesy/customer service of operators	59	2.7 %
How knowledgeable bus operators are about services	13	0.6 %
Availability of route & schedule information	87	4.0 %
How easy it is to understand route & schedule information	59	2.7 %
Usefulness of information on buses	21	1.0 %
How easy it is to learn to use CHT bus system	42	1.9 %
How safe you feel while traveling on the bus	143	6.6 %
How safe you feel while waiting at bus stops	71	3.3 %
<u>None chosen</u>	<u>171</u>	<u>7.9 %</u>
Total	2161	100.0 %

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

<u>Q19. All three choices combined</u>	<u>Number</u>	<u>Percent</u>
Timeliness of buses	1459	67.5 %
Cleanliness/maintenance of buses	182	8.4 %
How comfortable buses are to ride	119	5.5 %
Availability of bus shelters at bus stops	131	6.1 %
How quickly buses get you to your destination	582	26.9 %
How close bus stops are located to your home	377	17.4 %
How close bus stops are located to your workplace or other frequent destinations	298	13.8 %
Number of destinations served by the bus	243	11.2 %
Hours bus service is offered	630	29.2 %
Availability of bus services on Saturdays	361	16.7 %
Availability of bus services on Sundays	303	14.0 %
How easy it is to transfer between buses	71	3.3 %
How safely bus drivers operate vehicles	222	10.3 %
Courtesy/customer service of operators	136	6.3 %
How knowledgeable bus operators are about services	28	1.3 %
Availability of route & schedule information	154	7.1 %
How easy it is to understand route & schedule information	99	4.6 %
Usefulness of information on buses	33	1.5 %
How easy it is to learn to use CHT bus system	72	3.3 %
How safe you feel while traveling on the bus	375	17.4 %
How safe you feel while waiting at bus stops	182	8.4 %
None chosen	119	5.5 %
Total	6176	

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

Q20. How do you typically get information about CHT services	Number	Percent
Operators	195	9.0 %
Friends/family	259	12.0 %
Employer	67	3.1 %
CHT website	1145	53.0 %
By calling CHT	105	4.9 %
Signs posted on buses	302	14.0 %
UNC/Hospital information	111	5.1 %
Other riders	96	4.4 %
Mobile apps	1236	57.2 %
Social media	81	3.7 %
Other	81	3.7 %
None chosen	60	2.8 %
Total	3738	

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

Q20. How do you typically get information about CHT services	Number	Percent
Mobile apps	1236	58.8 %
CHT website	1145	54.5 %
Signs posted on buses	302	14.4 %
Friends/family	259	12.3 %
Operators	195	9.3 %
UNC/Hospital information	111	5.3 %
By calling CHT	105	5.0 %
Other riders	96	4.6 %
Social media	81	3.9 %
Other	81	3.9 %
Employer	67	3.2 %
Total	3678	

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

<u>Q21. Which trip planners do you use</u>	<u>Number</u>	<u>Percent</u>
Google transit	606	28.0 %
GoTriangle	409	18.9 %
Neither	1142	52.8 %
Not provided	87	4.0 %
Total	2244	

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

<u>Q21. Which trip planners do you use</u>	<u>Number</u>	<u>Percent</u>
Neither	1142	55.1 %
Google transit	606	29.2 %
GoTriangle	409	19.7 %
Total	2157	

Q22. Do you use CHT's NextBus?

<u>Q22. Do you use CHT's NextBus</u>	<u>Number</u>	<u>Percent</u>
Yes	1416	65.5 %
No	693	32.1 %
Not provided	52	2.4 %
Total	2161	100.0 %

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

<u>Q22. Do you use CHT's NextBus</u>	<u>Number</u>	<u>Percent</u>
Yes	1416	67.1 %
No	693	32.9 %
Total	2109	100.0 %

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

<u>Q23. Would you like to receive email alerts about CHT services</u>	<u>Number</u>	<u>Percent</u>
Yes	398	18.8 %
No	1688	79.6 %
Don't Know	35	1.7 %
Total	2121	100.0 %

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

<u>Q24. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	533	25.3 %
2	743	35.3 %
3	329	15.6 %
4	313	14.9 %
5	82	3.9 %
6	39	1.9 %
7	26	1.2 %
8+	38	1.8 %
Total	2103	100.0 %

Q25. What is your age?

<u>Q25. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	1629	77.2 %
35-44 years	207	9.8 %
45-54 years	135	6.4 %
55-64 years	93	4.4 %
65+ years	45	2.1 %
Total	2109	100.0 %

Q26. Your gender:

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	896	41.5 %
Female	1261	58.5 %
Total	2157	100.0 %

Q27. What is your total annual household income?

<u>Q27. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$10K	618	29.0 %
\$10K-\$19,999	234	11.0 %
\$20K-\$29,999	246	11.5 %
\$30K-\$39,999	225	10.6 %
\$40K-\$49,999	185	8.7 %
\$50K-\$74,999	232	10.9 %
\$75K+	337	15.8 %
<u>Not provided</u>	<u>55</u>	<u>2.6 %</u>
Total	2132	100.0 %

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

<u>Q27. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$10K	618	29.8 %
\$10K-\$19,999	234	11.3 %
\$20K-\$29,999	246	11.8 %
\$30K-\$39,999	225	10.8 %
\$40K-\$49,999	185	8.9 %
\$50K-\$74,999	232	11.2 %
\$75K+	337	16.2 %
Total	2077	100.0 %

Q28. Are you:

<u>Q28. What are you</u>	<u>Number</u>	<u>Percent</u>
Undergraduate student at UNC	724	33.5 %
Graduate student at UNC	554	25.6 %
Staff/contractor at UNC	258	11.9 %
Faculty at UNC	129	6.0 %
Employee at UNC Hospital	271	12.5 %
Not affiliated with UNC	250	11.6 %
<u>Not provided</u>	<u>20</u>	<u>0.9 %</u>
Total	2206	

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

<u>Q28. What are you</u>	<u>Number</u>	<u>Percent</u>
Undergraduate student at UNC	724	33.8 %
Graduate student at UNC	554	25.9 %
Employee at UNC Hospital	271	12.7 %
Staff/contractor at UNC	258	12.1 %
Not affiliated with UNC	250	11.7 %
Faculty at UNC	129	6.0 %
Total	2186	

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

<u>Q29. Your occupation</u>	<u>Number</u>	<u>Percent</u>
Clerical	83	3.9 %
Retired	38	1.8 %
Laborer	44	2.1 %
Student	1167	55.0 %
Professional	471	22.2 %
Skilled Technician	105	5.0 %
Homemaker	18	0.8 %
Manager	34	1.6 %
Service Industry	86	4.1 %
Unemployed	59	2.8 %
Not provided	16	0.8 %
Total	2121	100.0 %

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

<u>Q29a. How long does it typically take you to get from your home to work (one-way) using the bus</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	57	3.9 %
6-10 minutes	207	14.3 %
11-15 minutes	292	20.1 %
16-20 minutes	312	21.5 %
21-25 minutes	109	7.5 %
26-30 minutes	185	12.8 %
31-35 minutes	51	3.5 %
36-40 minutes	47	3.2 %
41-45 minutes	79	5.4 %
46-50 minutes	23	1.6 %
51+ minutes	88	6.1 %
Total	1450	100.0 %