

# Chapel Hill Transit Passenger Survey

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Findings  
Report

**Submitted to Chapel Hill Transit by:**

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# 2018 Chapel Hill Transit (CHT) Passenger Survey Executive Summary

## ***Introduction***

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

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

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

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

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

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

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

## ***Characteristics of Transit Riders and Select Findings***

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

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

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

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

- **Items That Would Encourage Riders to Use Public Transit More Often:** The items that would most encourage riders to use CHT more often were: more frequent service (48%), more service offered later in the evenings (42%), and more service offered on Saturday (37%) and Sunday (34%). These items remained similar to the reasons in 2016 that would most encourage riders to use CHT more often. In 2018, only seven percent (7%) of riders surveyed indicated that a fuel price increase would encourage them to ride transit more often, while in 2016 seventeen percent (17%) of riders selected this response.
  
- **Other Findings:**
  - In 2016 over half (55%) of riders surveyed indicated they typically use the CHT website to get information about CHT services. In 2018 that number dropped from 55% to 43% and the most used method for getting information about CHT services, mobile apps, rose from 59% in 2016 to 64% in 2018.
  
  - From 2016 to 2018 the trip planners riders use did not drastically change. In 2016 over half (55%) of riders indicated they did not use Google Transit or GoTriangle as a trip planner. In 2018 over half of riders (56%) still indicated that they do not use Google Transit or GoTriangle as a trip planner.
  
  - Between 2016 and 2018 the percentage of riders who indicated they would be using CHT a year from now stayed about the same (83% in 2018, 84% in 2016). Similarly in 2016 and 2018 only 1% of riders surveyed indicated they “don’t know” if they will be using CHT a year from now.

*Section 1:*

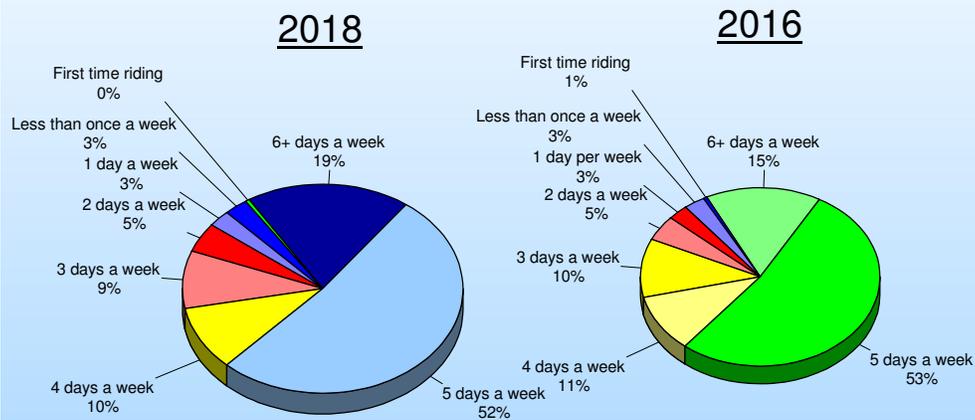
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# *Charts and Graphs*

# Overall Results

## How Often Customers Use Chapel Hill Transit (CHT)

by percentage of the riders surveyed

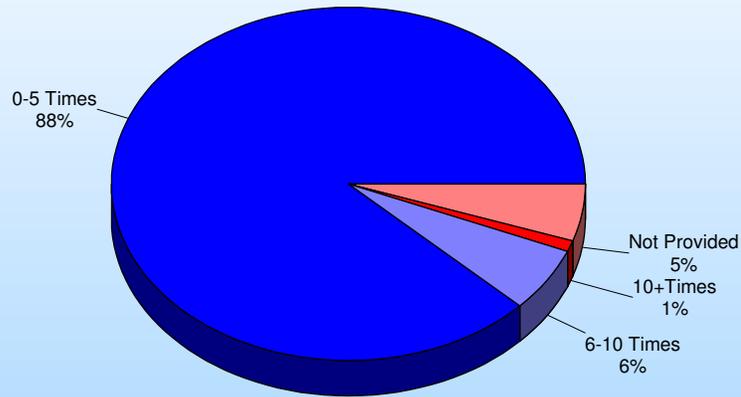


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

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

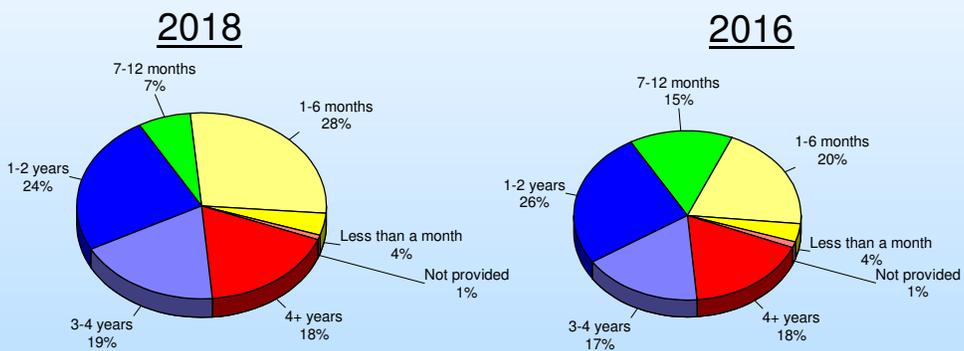
by percentage of the riders surveyed



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

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

by percentage of the riders surveyed

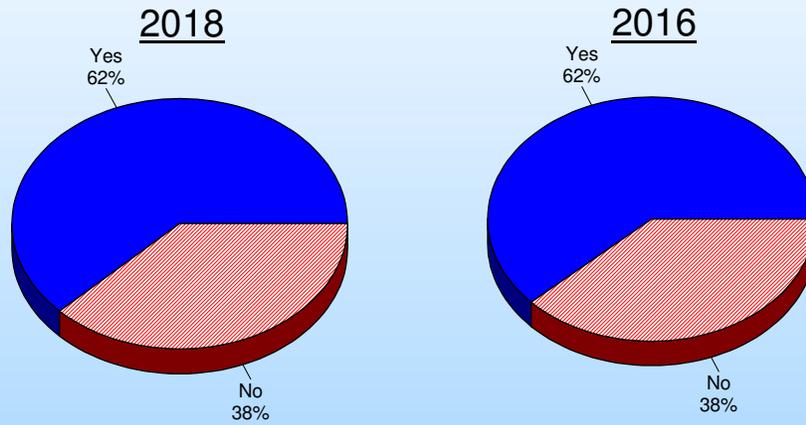


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

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

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

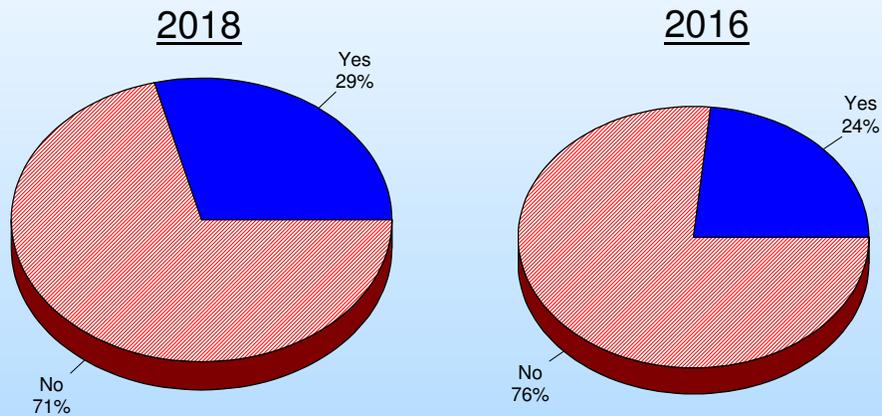


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

## Did Customer Board Bus at a Park and Ride Location

by percentage of the riders surveyed

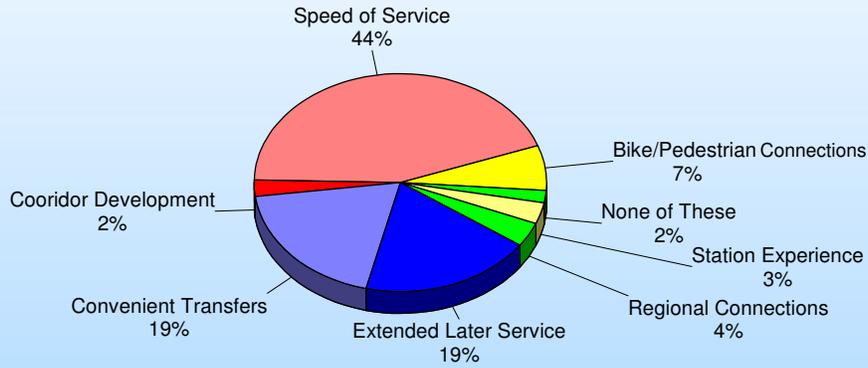


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

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

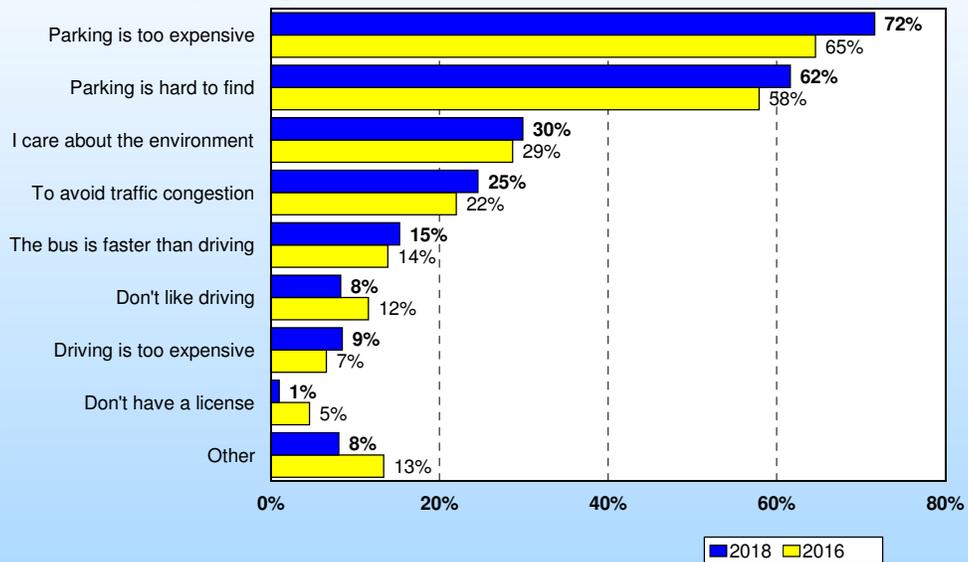
by percentage of the riders surveyed



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

## Reasons Customers Used Public Transit If They Owned a Car

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

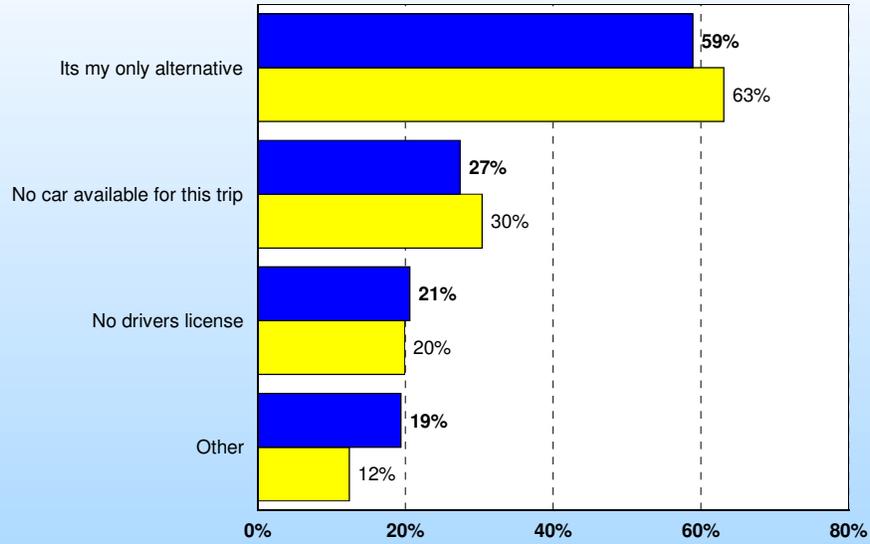


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

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

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



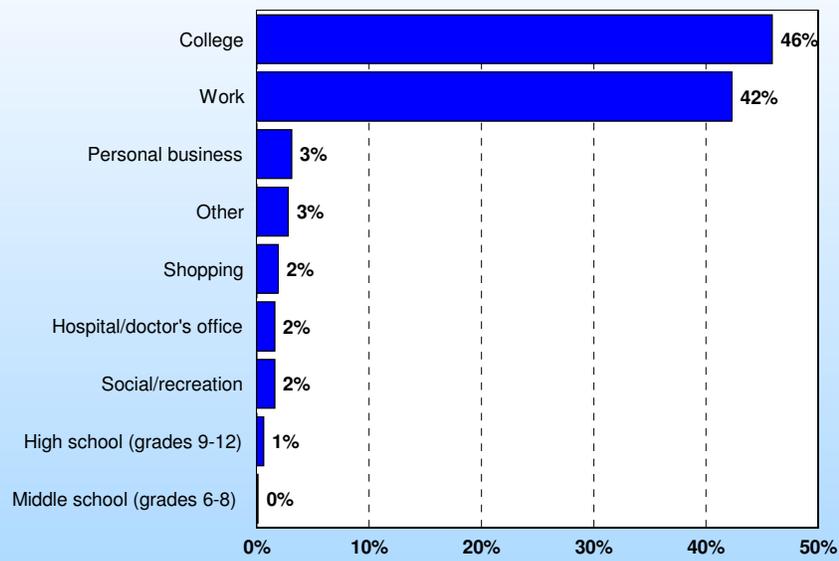
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016

**TRENDS**

## Purpose of the Trip

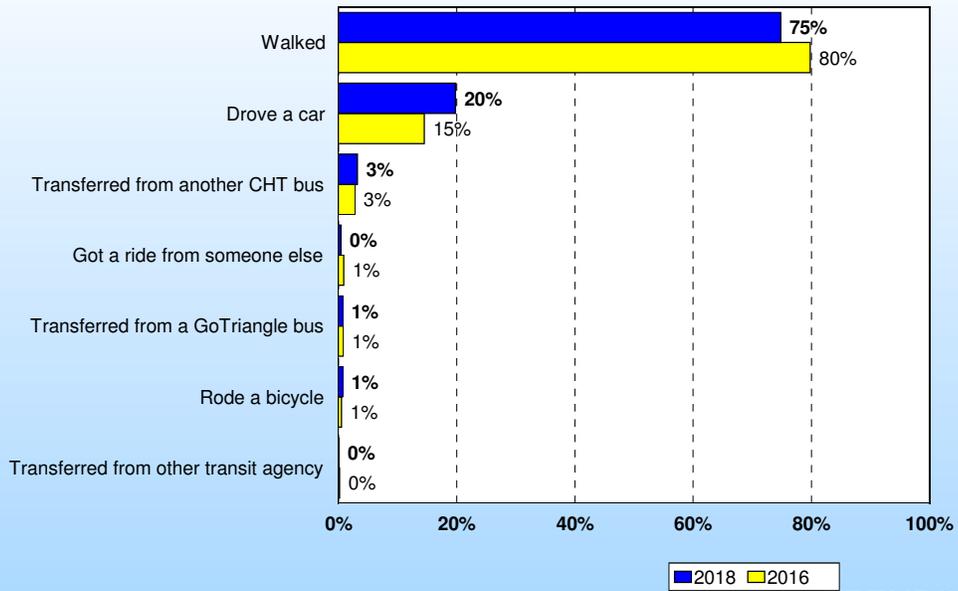
by percentage of the riders surveyed



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

## How Customers Got to the Bus They Were Riding

by percentage of the riders surveyed

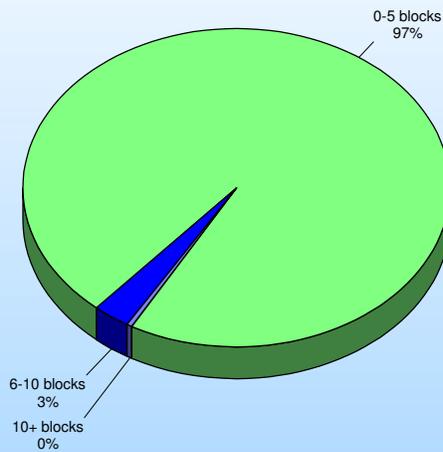


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

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

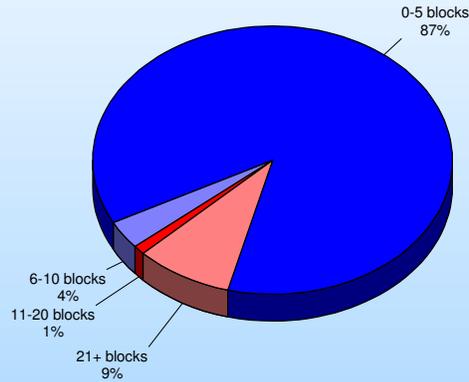
by percentage of riders who walked to get to the bus they were riding



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

## Number of Blocks The Nearest Bus Stop is Located From HOME

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



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

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

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

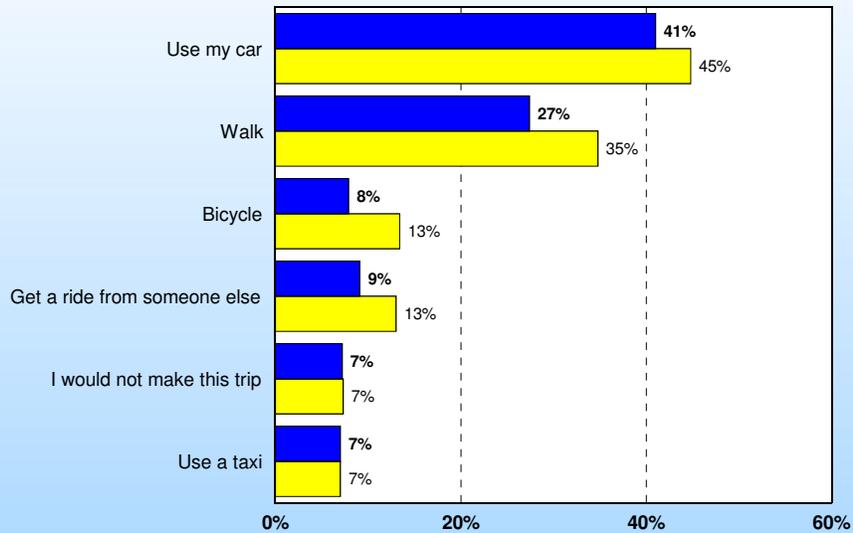


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

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

by percentage of the riders surveyed (multiple responses allowed)



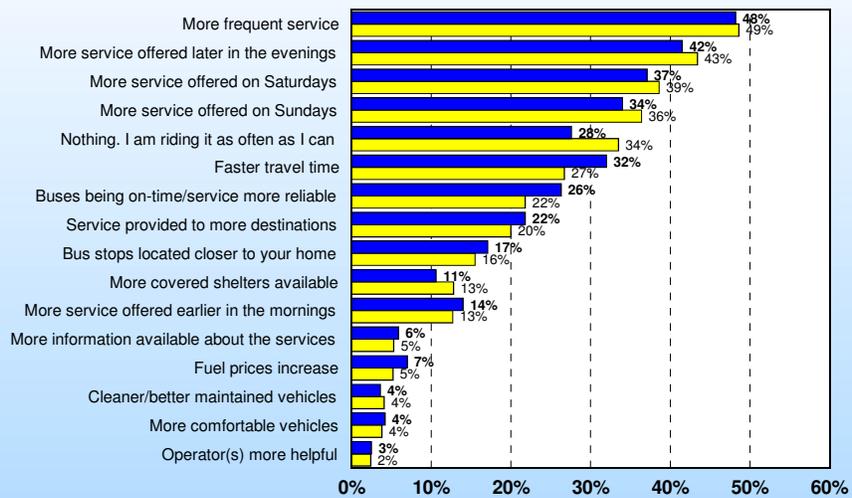
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

2018 2016

TRENDS

## Items That Would Encourage Riders to Use CHT More Often

by percentage of the riders surveyed (multiple responses allowed)



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

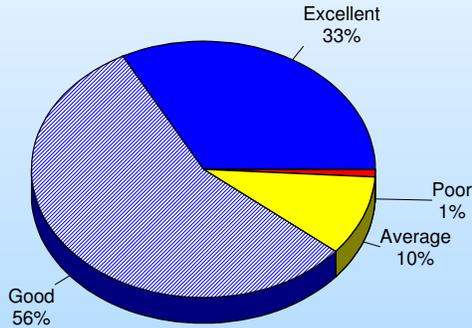
2018 2016

TRENDS

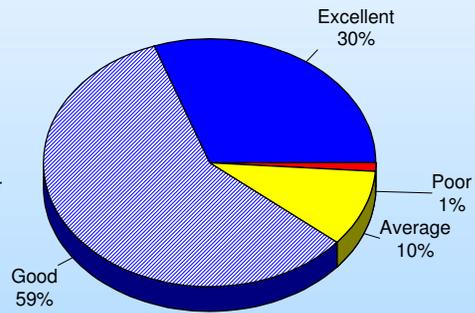
## Overall Ratings of the Quality of Chapel Hill Transit

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

2018



2016



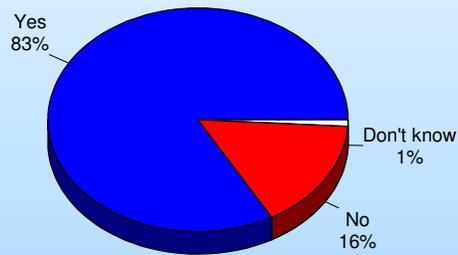
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

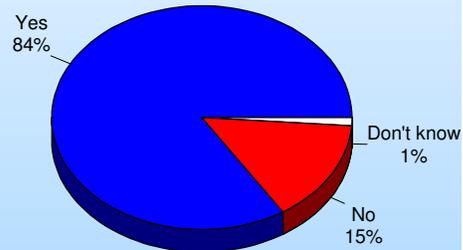
## Do you think you will still be using CHT a year from now?

by percentage of the riders surveyed

2018



2016

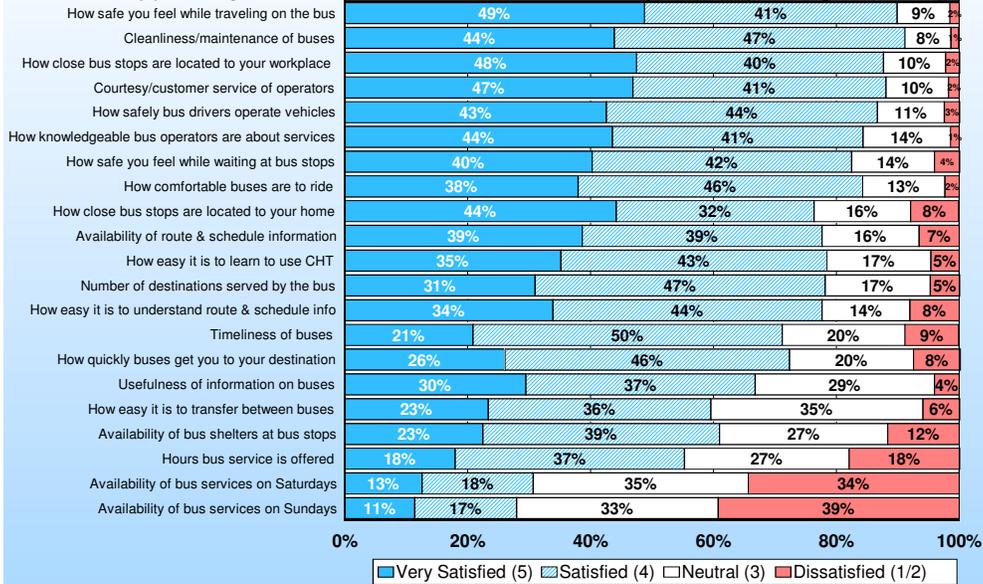


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

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

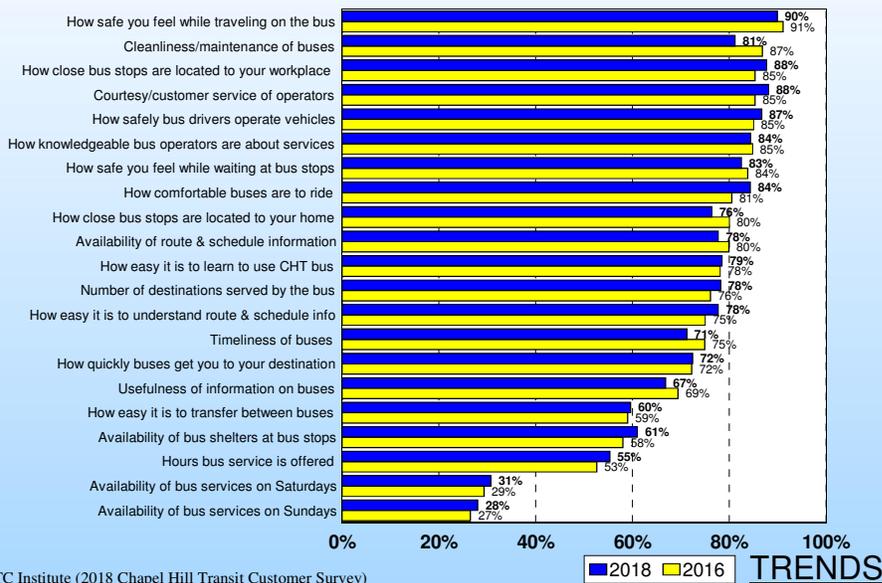
by percentage of riders who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



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

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

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

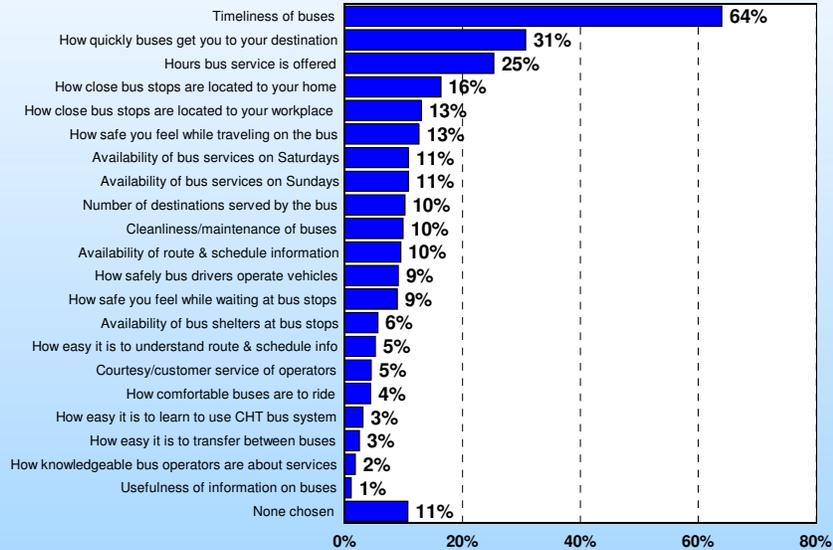


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

2018 2016 **TRENDS**

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

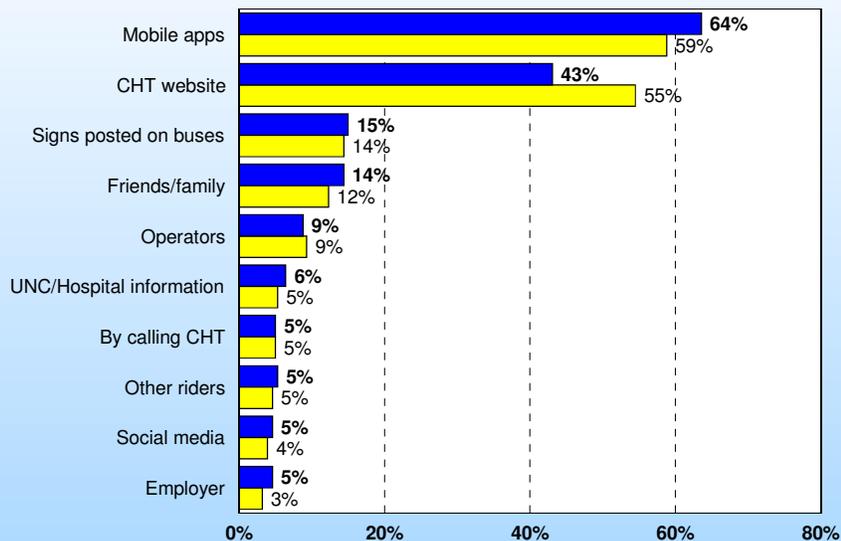
by percentage of riders who selected the item as one of their top three choices



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

## How Riders Typically Get Information About CHT Services

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

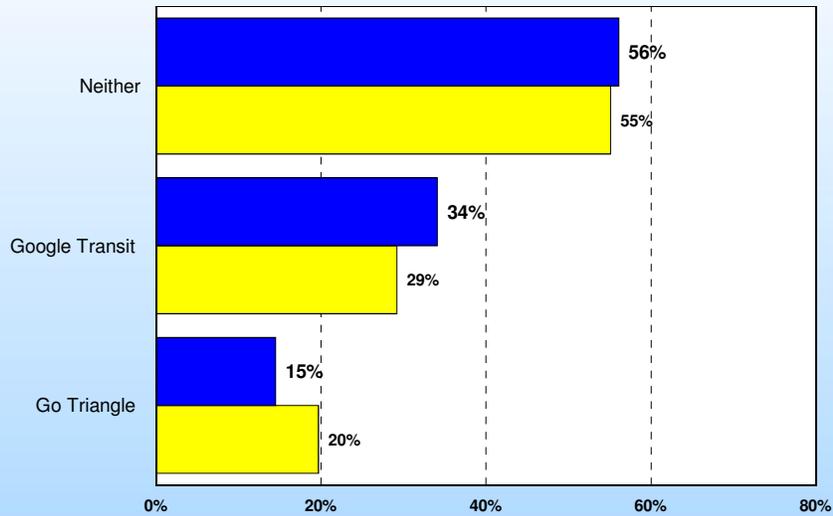


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016 **TRENDS**

## Trip Planners Riders Use

by percentage of respondents surveyed

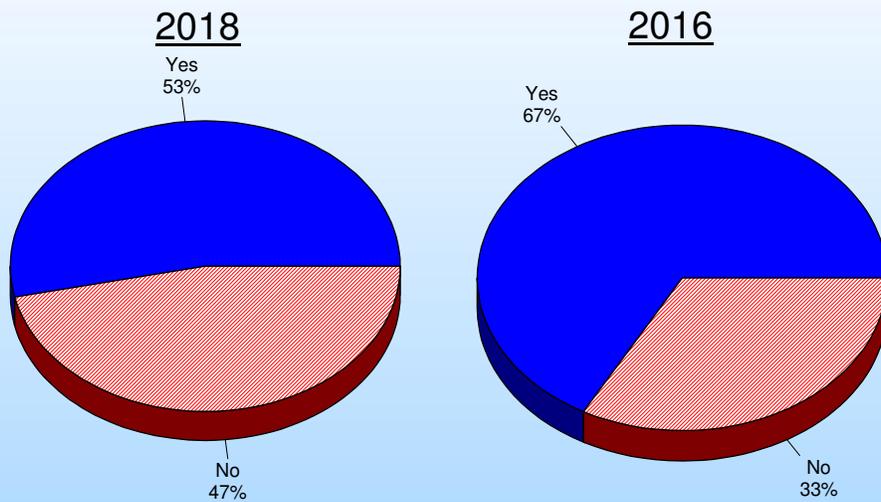


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

■ 2018 ■ 2016 **TRENDS**

## Do you use CHT's NextBus?

by percentage of the riders surveyed

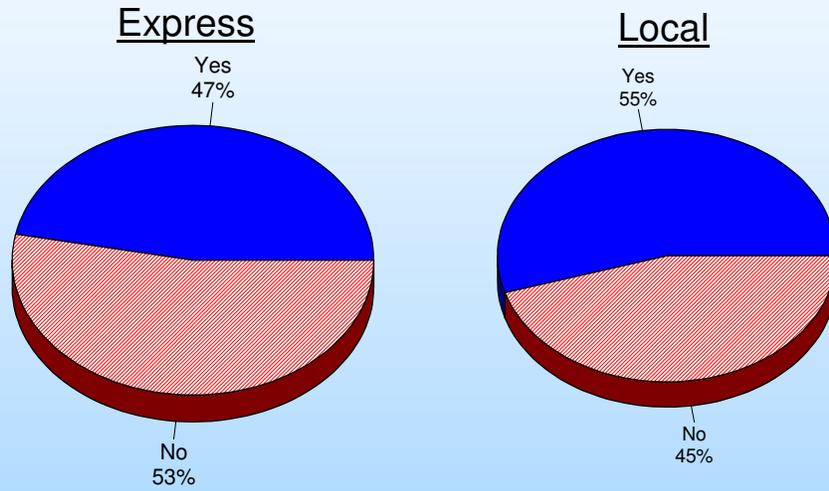


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

## Do you use CHT's NextBus?

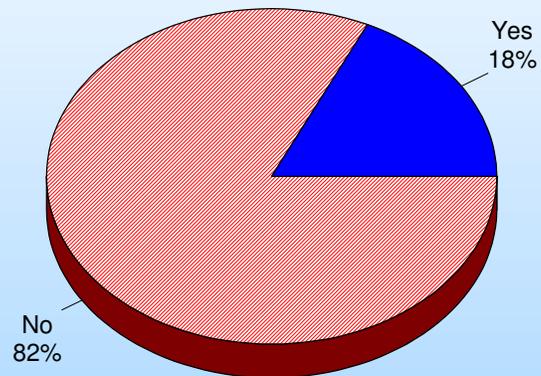
by percentage of the riders surveyed



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

## Would you like to receive email alerts about CHT services?

by percentage of the riders surveyed

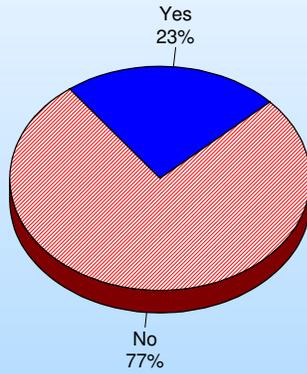


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

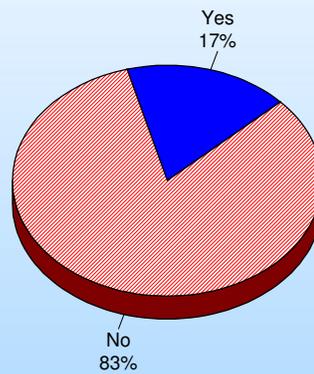
## Would you like to receive email alerts about CHT services?

by percentage of the riders surveyed

### Express



### Local

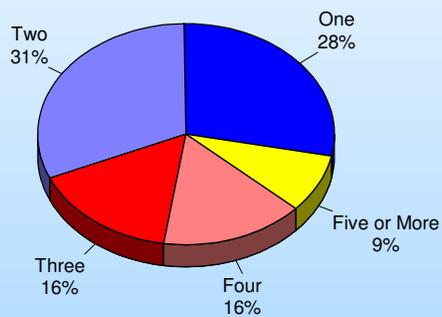


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

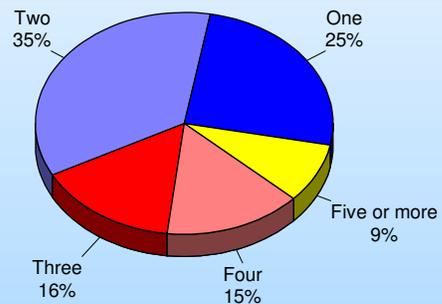
## Number of People Living in the Household

by percentage of the riders surveyed

### 2018



### 2016



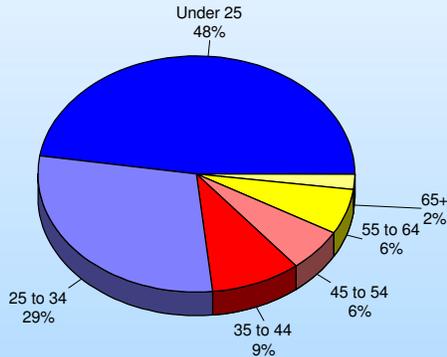
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

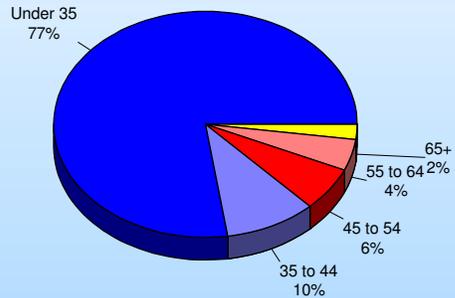
## Age of Riders

by percentage of the riders surveyed

2018



2016



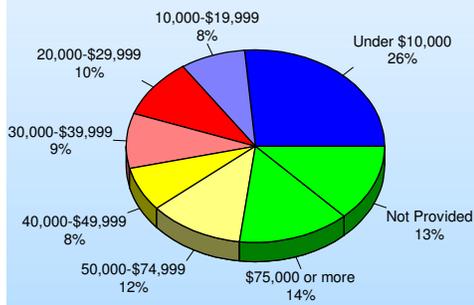
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

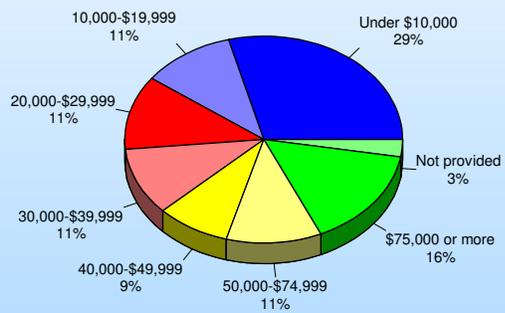
## Total Annual Household Income

by percentage of the riders surveyed

2018



2016

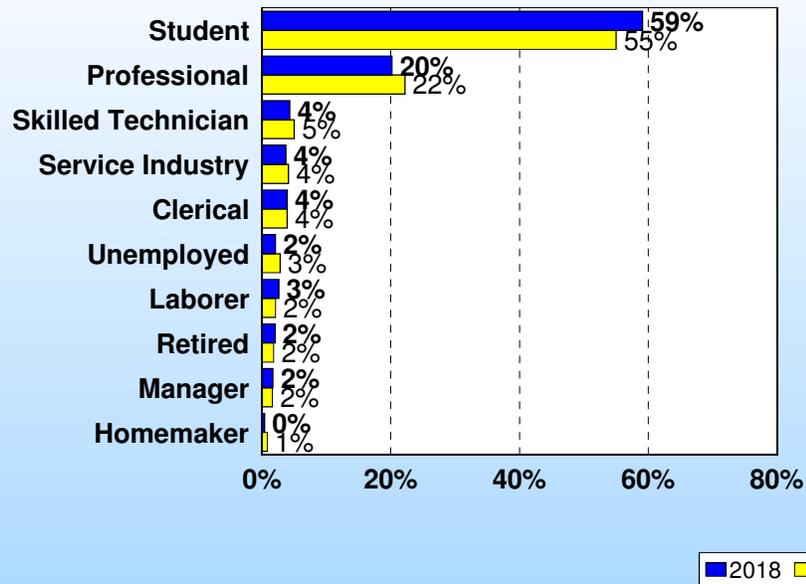


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

TRENDS

## Occupation of Riders

by percentage of the riders surveyed

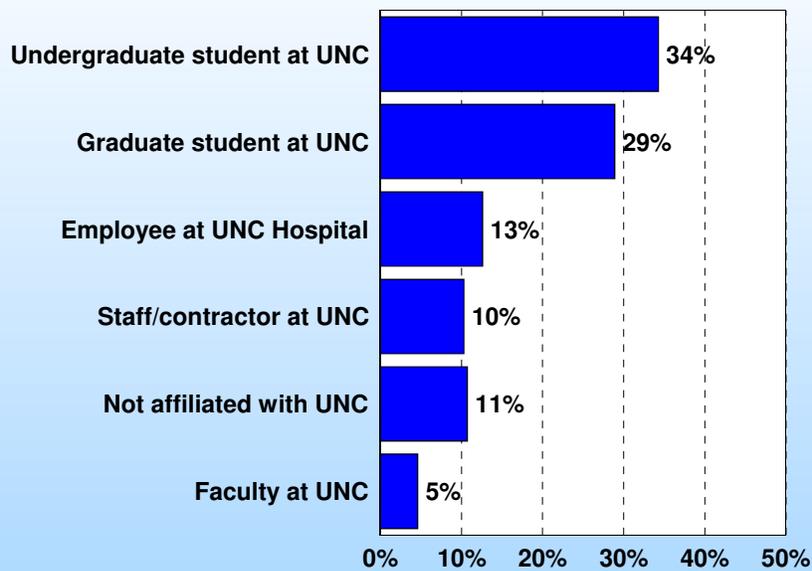


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**TRENDS**

## Status of Rider's UNC Affiliation

by percentage of the riders surveyed

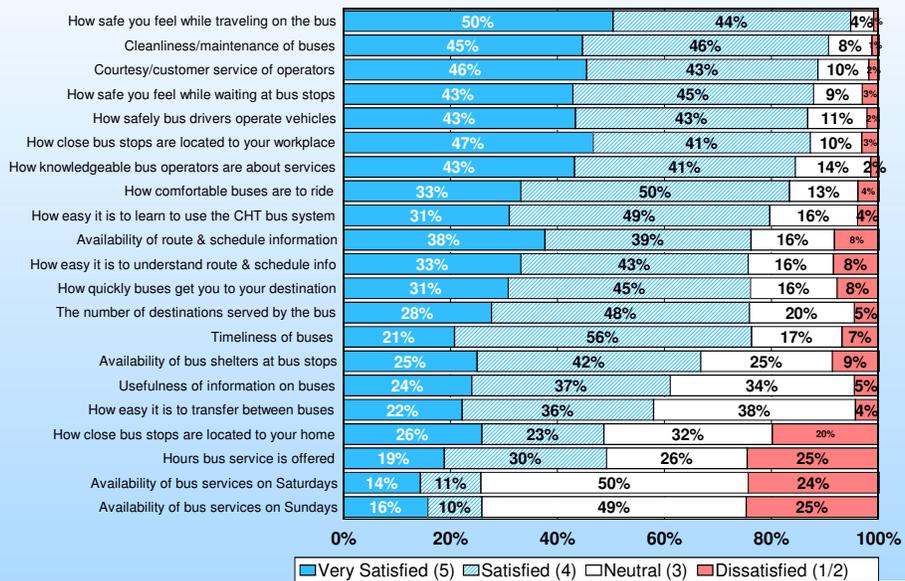


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

# Express Routes

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

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

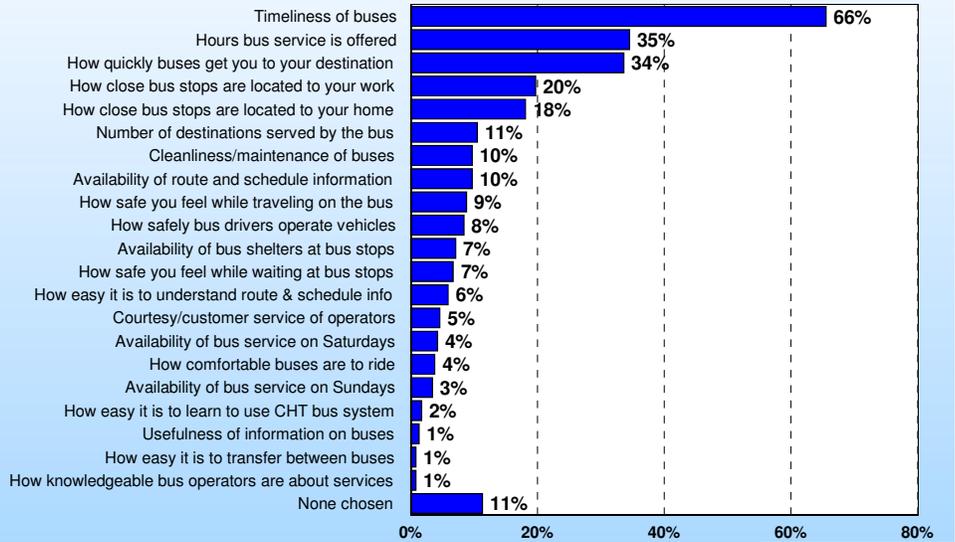


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**Express Routes**

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

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

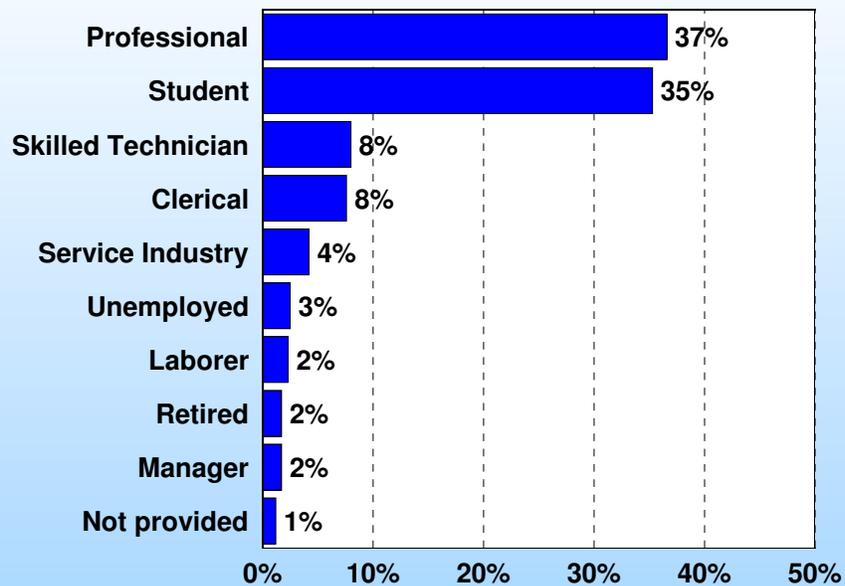


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

## Occupation of Riders

by percentage of the riders surveyed

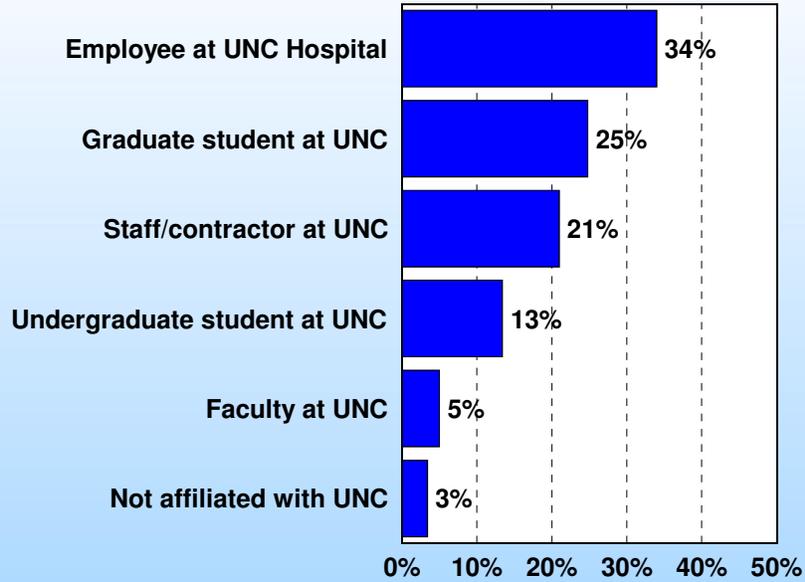


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

## Status of Rider's UNC Affiliation

by percentage of the riders surveyed

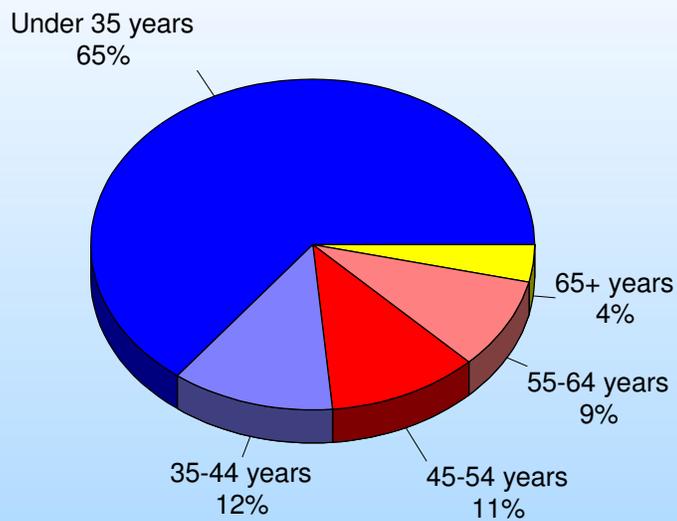


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

## Age of Riders

by percentage of the riders surveyed

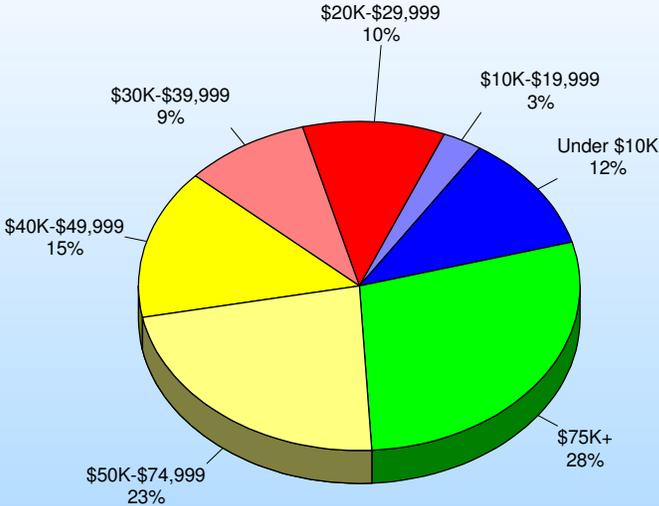


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

# Total Annual Household Income

by percentage of the riders surveyed



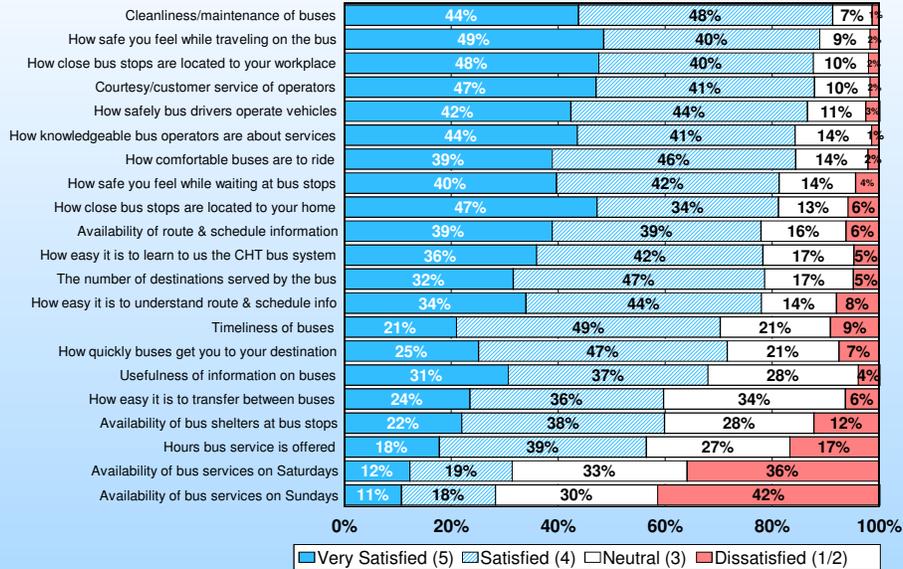
Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Express Routes

# Local Routes

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

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

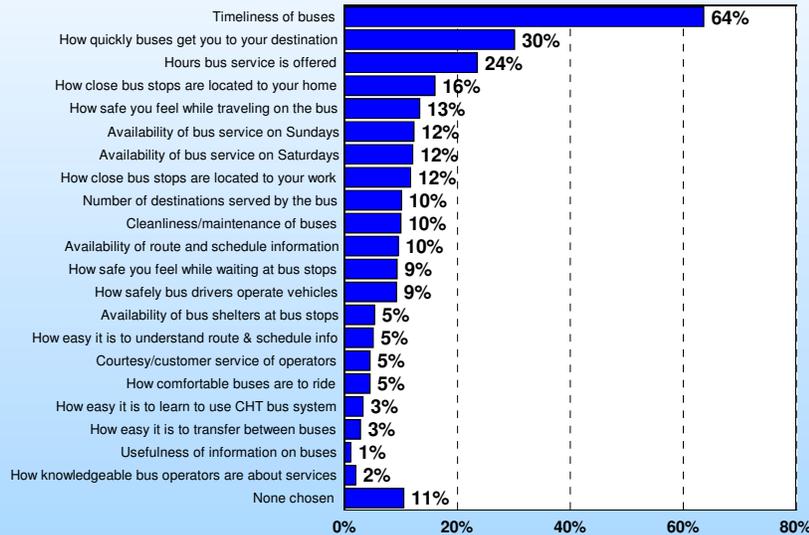


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**Local Routes**

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

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

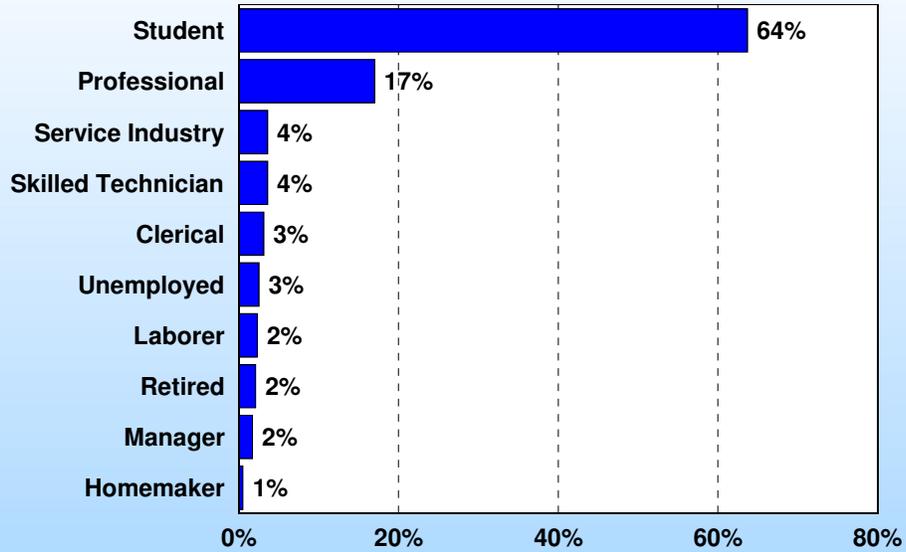


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

**Local Routes**

## Occupation of Riders

by percentage of the riders surveyed

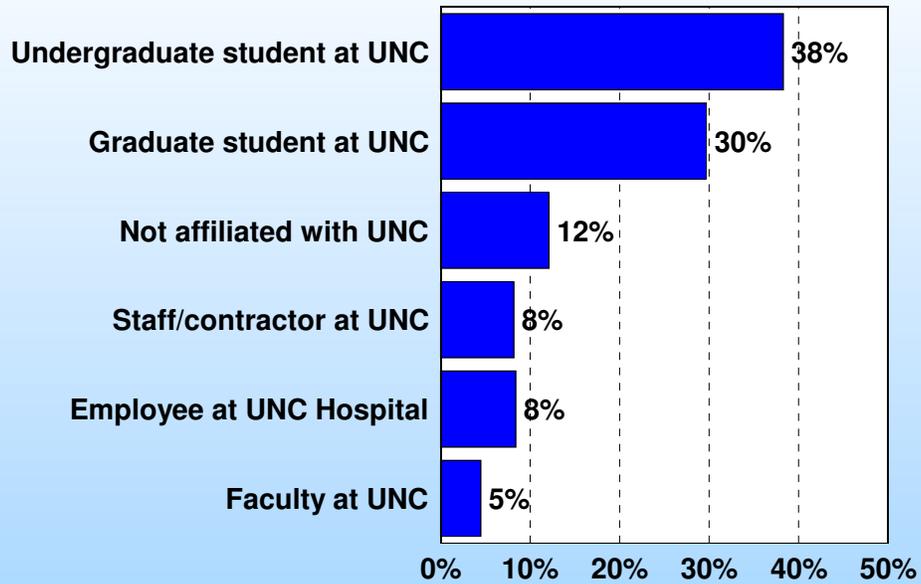


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

## Status of Rider's UNC Affiliation

by percentage of the riders surveyed

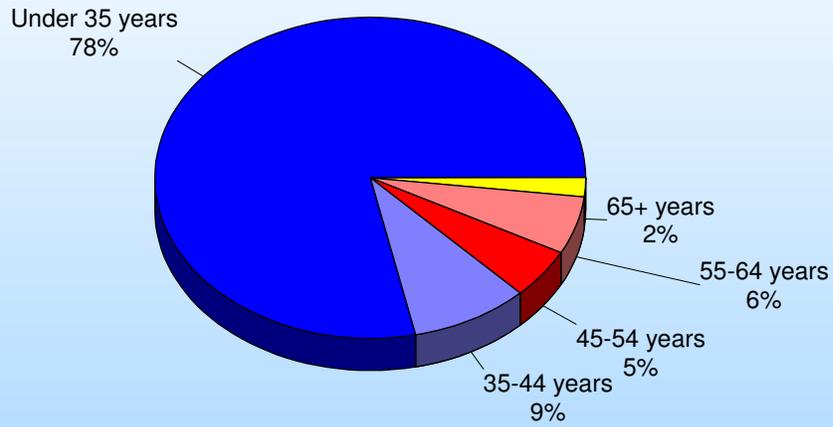


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

## Age of Riders

by percentage of the riders surveyed

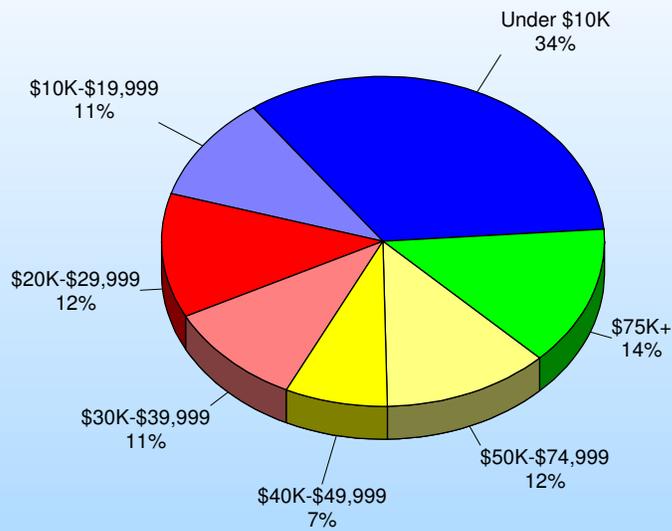


Source: ETC Institute (2018 Chapel Hill Transit Customer Survey)

Local Routes

## Total Annual Household Income

by percentage of the riders surveyed



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

Local Routes

*Section 2:*

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*Importance-  
Satisfaction Analysis*

# Importance-Satisfaction Analysis

## Chapel Hill Transit

### Overview

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

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

### Methodology

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

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

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

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

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

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

## **Interpreting the Ratings**

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

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

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

# Importance-Satisfaction Rating

## 2018 Chapel Hill Transit Customer Survey

### Riders on Both Express and Local Routes

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

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

**Most Important %:**

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

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## 2018 Chapel Hill Transit Customer Survey

### Riders on Local Routes

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

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

**Most Important %:**

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

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## 2018 Chapel Hill Transit Customer Survey

### Riders on Express Routes

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

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

**Most Important %:**

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

**Satisfaction %:**

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

*Section 3:*

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

### **Q1. Which Route are you currently on?**

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

### **Q2. How often do you use CHT?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Q6a. If yes, which one?**

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

### **Q6a. If yes, which one?**

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

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

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

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

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

### **Q8. Do you own a car?**

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

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

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

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

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

## **Q8a. Other**

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

## **Q8a. Other**

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

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

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

## **Q8b. Other**

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

## **Q8b. Other**

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

## **Q9. What is the main purpose of this trip?**

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

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

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

## **Q9. Other**

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

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

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

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

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

### **Q10-8. Other**

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

### **Q10-1. If walked, how many blocks?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Q14. What is your home ZIP CODE?

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

## Q14. What is your home ZIP CODE?

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

#### **Q14. What is your home ZIP CODE?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Q20. Other**

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

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

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

## **Q22. Do you use CHT's NextBus?**

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

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

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

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

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

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

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

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

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

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

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

### **Q25. What is your age?**

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

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

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

### **Q26. Your gender:**

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

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

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

### **Q27. What is your total annual household income?**

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

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

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

### **Q28. Are you:**

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

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

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

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

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

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

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

	Number	Percent
0-10 minutes	131	13.7 %
11-20 minutes	414	43.3 %
21-30 minutes	201	21.0 %
31-40 minutes	82	8.6 %
41-50 minutes	63	6.6 %
51-60 minutes	46	4.8 %
61+ minutes	19	2.0 %
Total	956	100.0 %

*Section 3:*

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

### **Q1. Which Route are you currently on?**

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

### **Q2. How often do you use CHT?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Q6a. If yes, which one?**

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

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

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

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

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

## **Q8. Do you own a car?**

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

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

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

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

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

## **Q8a. Other**

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

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

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

## **Q8b. Other**

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

## **Q9. What is the main purpose of this trip?**

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

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

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

### **Q9. Other**

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

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

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

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

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

### **Q10-8. Other**

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

### **Q10-1. If walked, how many blocks?**

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Q14. What is your home ZIP CODE?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Q20. Other**

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

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

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

### **Q22. Do you use CHT's NextBus?**

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

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

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

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

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

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

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

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

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

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

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

**Q25. What is your age?**

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

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

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

### **Q26. Your gender:**

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

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

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

### **Q27. What is your total annual household income?**

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

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

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

### **Q28. Are you:**

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

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

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

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

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

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

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

*Section 3:*

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*Crosstabulations of the  
Survey Data (Local)*

## **Q1. Which Route are you currently on?**

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

## **Q2. How often do you use CHT?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Q6a. If yes, which one?**

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

**Q6a. If yes, which one?**

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

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

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

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

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

**Q8. Do you own a car?**

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

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

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

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

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

**Q8a. Other**

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

## Q8a. Other

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

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

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

## Q8b. Other

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

## **Q8b. Other**

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

## **Q9. What is the main purpose of this trip?**

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

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

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

## **Q9. Other**

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

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

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

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

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

## **Q10-8. Other**

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

## **Q10-1. If walked, how many blocks?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Q14. What is your home ZIP CODE?**

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

## Q14. What is your home ZIP CODE?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Q20. Other**

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

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

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

## **Q22. Do you use CHT's NextBus?**

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

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

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

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

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

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

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

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

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

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

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

## **Q25. What is your age?**

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

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

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

## **Q26. Your gender:**

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

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

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

### **Q27. What is your total annual household income?**

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

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

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

### **Q28. Are you:**

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

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

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

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

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

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

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

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

*Appendix A:*

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*On-Board  
Sampling Plan*

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

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

### 2018 On-Board Survey Sampling Plan

<b>OVERALL COMPLETION GOALS</b>		
Express Routes		200
Non-Express Routes		1000
<b>TOTAL</b>		<b>1200</b>

#### GOALS BY ROUTE

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

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

*Appendix B:*

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*Survey Instrument*

# 2018 Chapel Hill Transit (CHT) Customer Survey

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

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

## BRT description

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

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

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

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

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

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

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> (01) It's my only alternative       | <input type="checkbox"/> (03) Do not have a drivers license | <input type="checkbox"/> (99) Other: _____ |
| <input type="checkbox"/> (02) No car available for this trip |   |  |

### 9. What is the main purpose of this trip?

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

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

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Walked: <i>how many blocks?</i> _____ blocks | <input type="checkbox"/> (5) Transferred from another CHT bus              |
| <input type="checkbox"/> (2) Drove a car                                  | <input type="checkbox"/> (6) Transferred from GoTriangle                   |
| <input type="checkbox"/> (3) Got a ride from someone else                 | <input type="checkbox"/> (7) Transferred from other agency transit service |
| <input type="checkbox"/> (4) Rode a bicycle                               | <input type="checkbox"/> (8) Other   |

### 11. What is the address or closest intersection to your destination? \_\_\_\_\_

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

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Use my car | <input type="checkbox"/> (3) Get a ride from someone else | <input type="checkbox"/> (5) Bicycle                    |
| <input type="checkbox"/> (2) Walk       | <input type="checkbox"/> (4) Use a taxi                   | <input type="checkbox"/> (6) I would not make this trip |

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

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

**MORE QUESTIONS ON REVERSE SIDE →**

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

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

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

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