A picture containing food

Description automatically generated**ORANGE COUNTY TRANSIT PLAN UPDATE SURVEY**

Help plan Orange County's Transit System!

Orange County is beginning the process of updating the County's Transit Plan. This involves identifying and prioritizing new investments (like adding more vehicles), funding service improvements (like adding new routes), and improving the resiliency of the transit network (like making sure riders always have a convenient, affordable, and reliable transportation option).

We need your help! Answering this survey helps us (County staff and transit planners) understand what you NEED and WANT from the County's transit system. Your answers help us understand how transit is currently used and how people would like to use transit in the future. Your feedback will DIRECTLY inform the plan's goals, priorities, and budget.

Please encourage your friends, family, neighbors, co-workers, and others you know to complete this survey so that we hear from as many voices as possible!

For more project information or to take this survey online please visit [www.octransit2020.com](http://www.octransit2020.com)

1. Do you live or work in Orange County?

* Yes
* No

2. Do you currently ride transit in Orange County? (If you do not ride transit, please skip to question 8)

* Yes
* No

3. What public transit service(s) do you currently use in Orange County? Please check all that apply.

* Orange County Public Transportation (OCPT)
* OCPT demand response service
* Chapel Hill Transit (CHT)
* GoTriangle
* Piedmont Authority for Regional Transportation (PART)

4. Which type of transit do you use?

* Fixed route or circulator service (ex. service where you wait at a stop and get the bus at a scheduled time)
* Demand response service (ex. paratransit or transit service that you call and schedule a pickup)

5. Do you primarily use transit to travel within Orange County or do you primarily travel beyond Orange County

* Within
* Beyond

6. Do you use transit... (Check all that apply)

* To get to/from work
* To get myself/my children to/from school
* To reach services (healthcare, groceries, other retail)
* To save money
* To save time
* To support environmental sustainability
* Because I can't/don't like to drive
* Because I don't have a personal vehicle
* Other (please specify)

7. Has your transit system use changed since the beginning of the COVID-19 pandemic?

* Yes
* No

8. If you do NOT use transit in Orange County, what is the PRIMARY reason? (Choose one)

* There are no stops/routes close to my house/work/school
* It takes too long
* I do not feel safe/comfortable on the vehicle/at bus stops
* It is too expensive
* I am worried about contracting/spreading COVID-19
* I do not understand the transit system/ I do not know where the bus goes/how to catch the bus
* Other (please describe)

9. Have your travel patterns changed due to COVID-19? What has changed?

10. If your travel patterns changed during the COVID-19 pandemic, do you plan on going back to your normal routine after the pandemic is over?

*Example: I rode the bus before the COVID-19 pandemic, and I will ride the bus once the pandemic is over.*

*Example: I drove alone to work before the pandemic, but now I work from home. I am not sure if I will go back to the office once the pandemic ends.*

* Yes
* No
* Not sure

11. If you currently ride transit in Orange County, what is one thing that could be done to enhance the County’s transit system?

12. If you do NOT currently ride transit in Orange County, what is one thing that could be done to make transit a desirable option for you?

13. Please identify the statement that is most aligned to your transit needs:

* I would like to see more frequent service focused on fewer routes in the most heavily traveled corridors even if that means more limited stops (but quicker service, overall).
* I would like to see service in more places even if it means that I have to wait longer for the bus (but the bus will serve more locations in the County).
* I would like service balanced between option 1 and option 2 even if fewer total projects are possible (because costs have to be split between more frequent service and service in more locations).
* I have no preference.
* Other (please explain below)

**Please answer the following demographic questions so that we can understand who the survey is reaching and which groups we still need to connect with!**

14. I identify as:

* White
* Black/African-American
* Asian
* More than one of these choices
* None of these choices
* I prefer not to answer.
* Other (please specify)

15. I identify as Hispanic/Latinx

* Yes
* No
* I prefer not to answer.

16. Please enter your ZIP code

17. My age is:

* Under 18
* 18-24
* 25-34
* 35-44
* 45-54
* 55-64
* 65+
* I prefer not to answer.

18. I am currently a student (of any age!)

* Yes
* No
* I prefer not to answer

19. My household income (before taxes) is

* Under $15,000
* Between $15,000 and $29,999
* Between $30,000 and $49,999
* Between $50,000 and $74,999
* Between $75,000 and $99,999
* Between $100,000 and $150,000
* Over $150,000
* I prefer not to answer.

20. I have access to a personal vehicle

* Always
* Sometimes
* Never
* I prefer not to answer.

21. How do you currently describe your gender identity?

* I prefer not to answer.
* Please describe:

22. Primary language spoken at home:

* English
* Other (please specify)

Thank you for participating in our survey. Please visit the project website [www.octransit2020.com](http://www.octransit2020.com) in a few weeks to view the results and to learn more about next steps!

Please return this survey to whomever provided it to you or scan/take picture and email to [cdwyer@citiesthatwork.com](mailto:cdwyer@citiesthatwork.com)