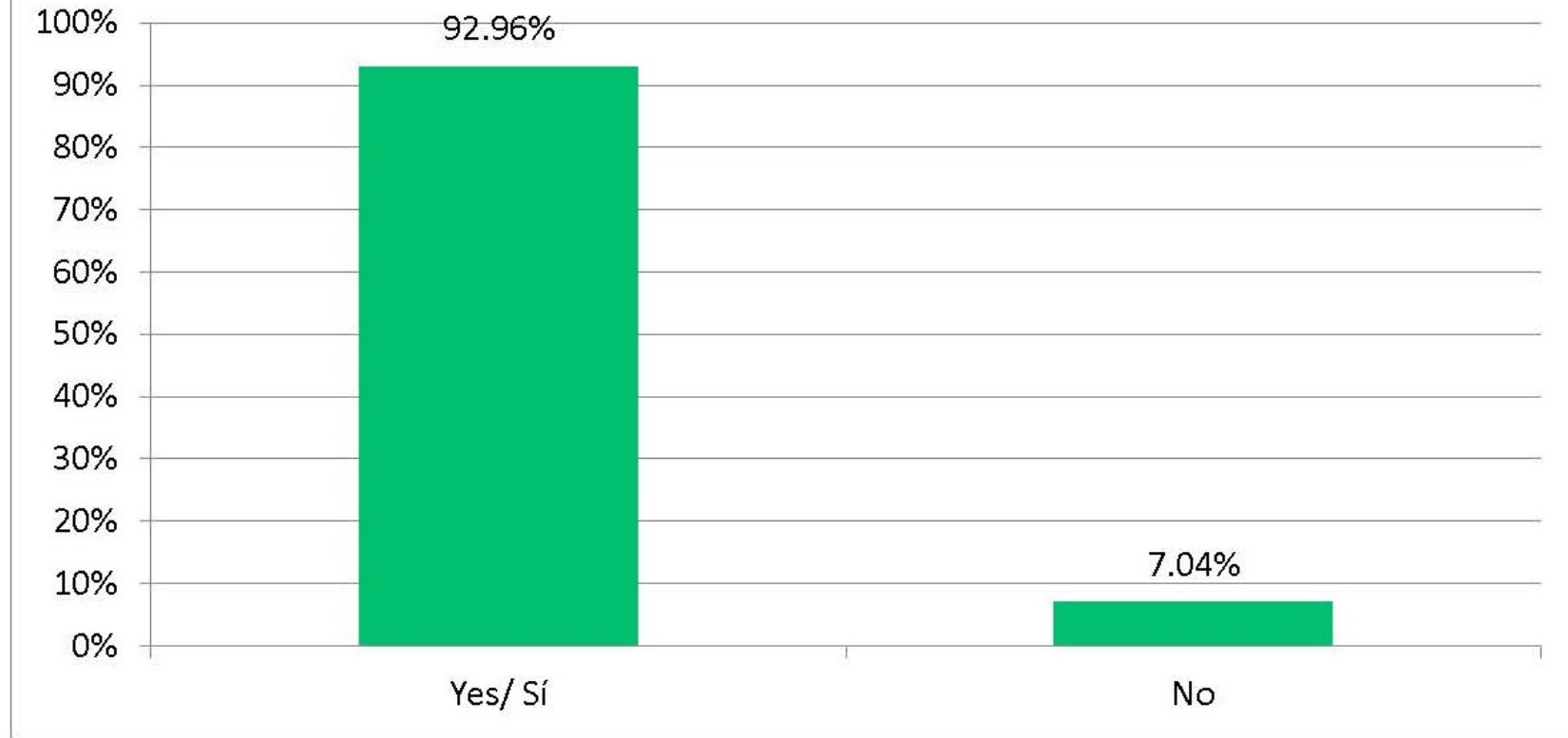
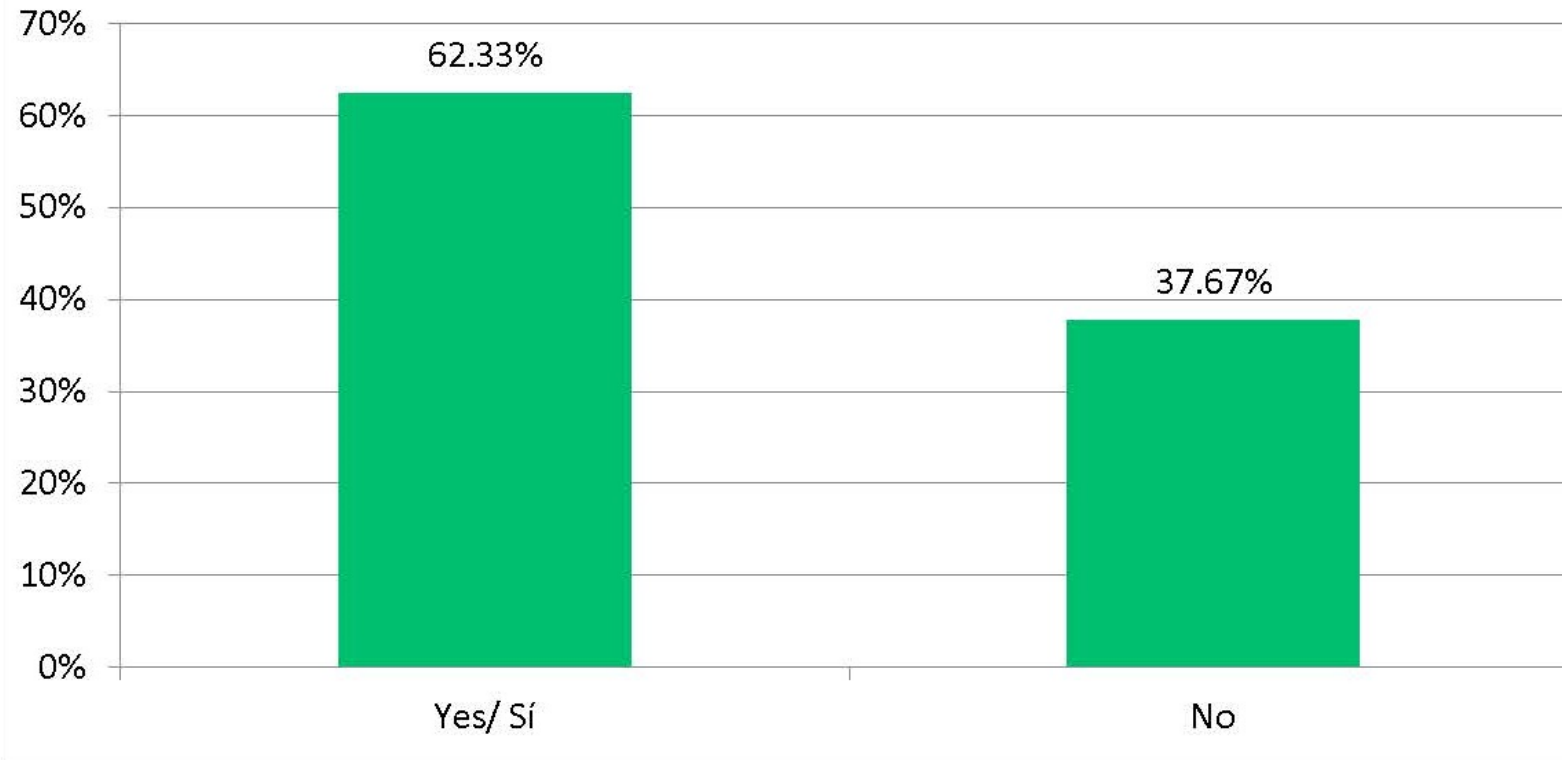


Q1: Do you live or work in Orange County?



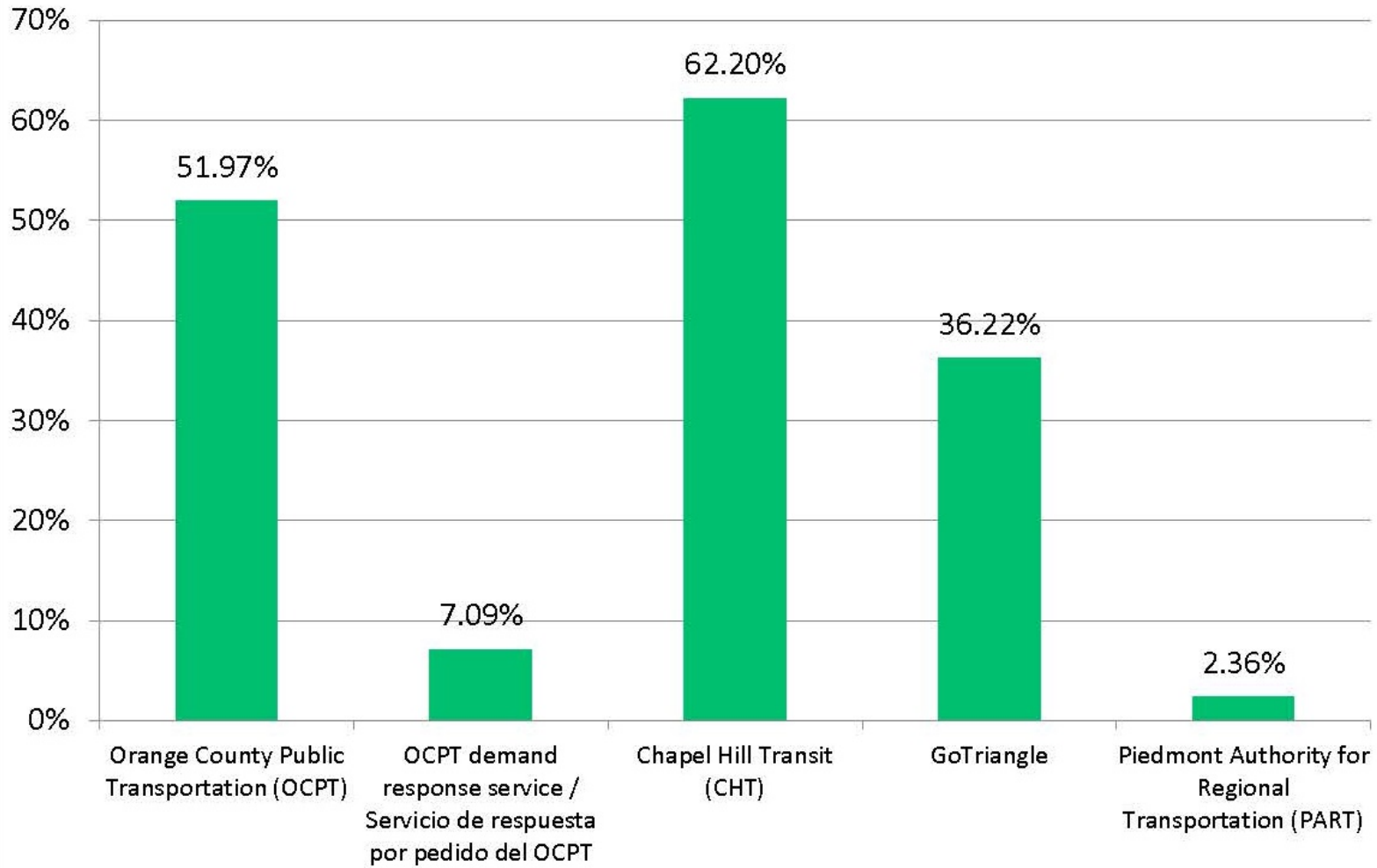
N=213

Q2: Do you currently ride transit in Orange County?



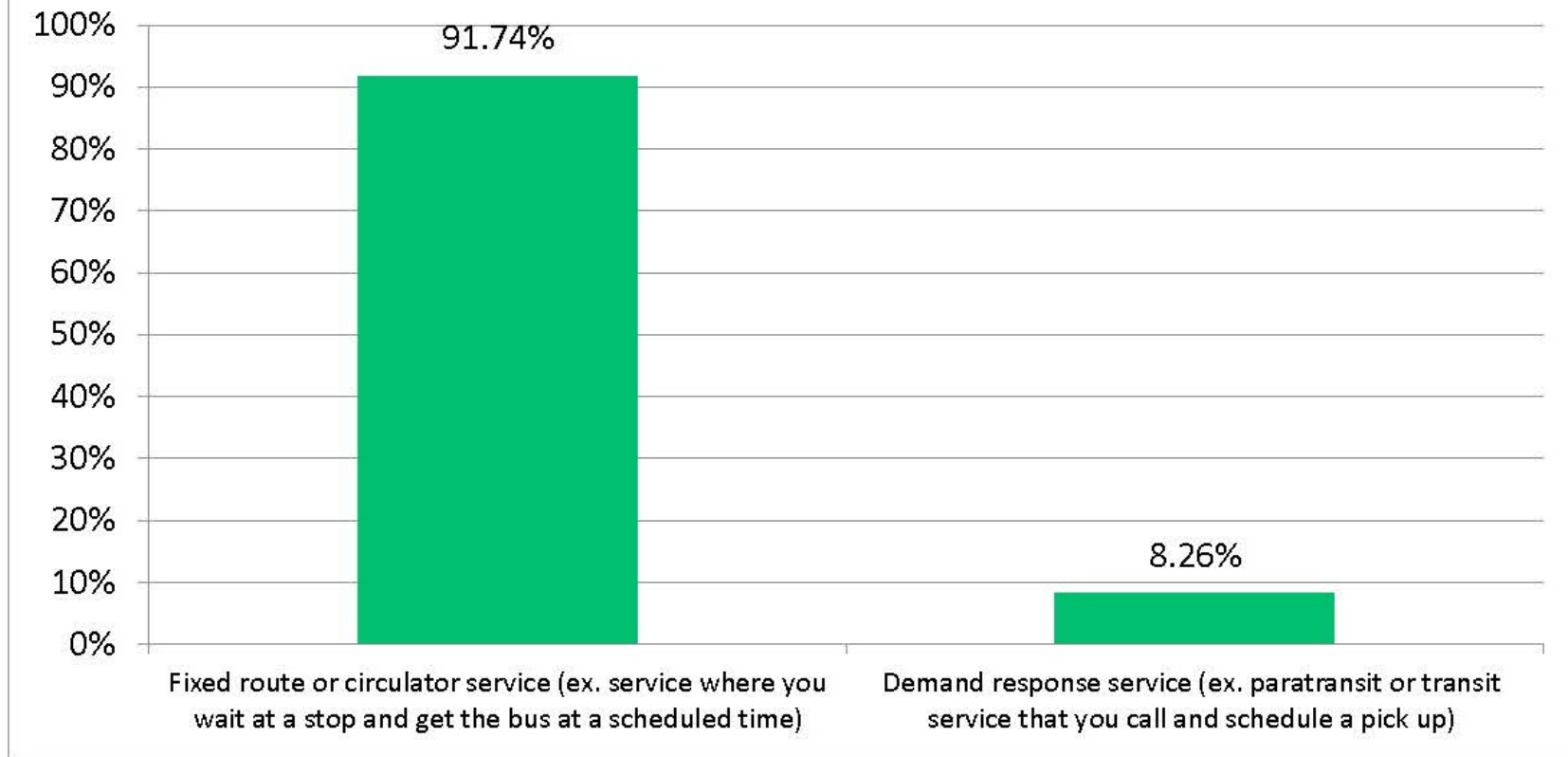
N=215

Q3: What public transit service(s) do you currently use in Orange County? Please check all that apply.



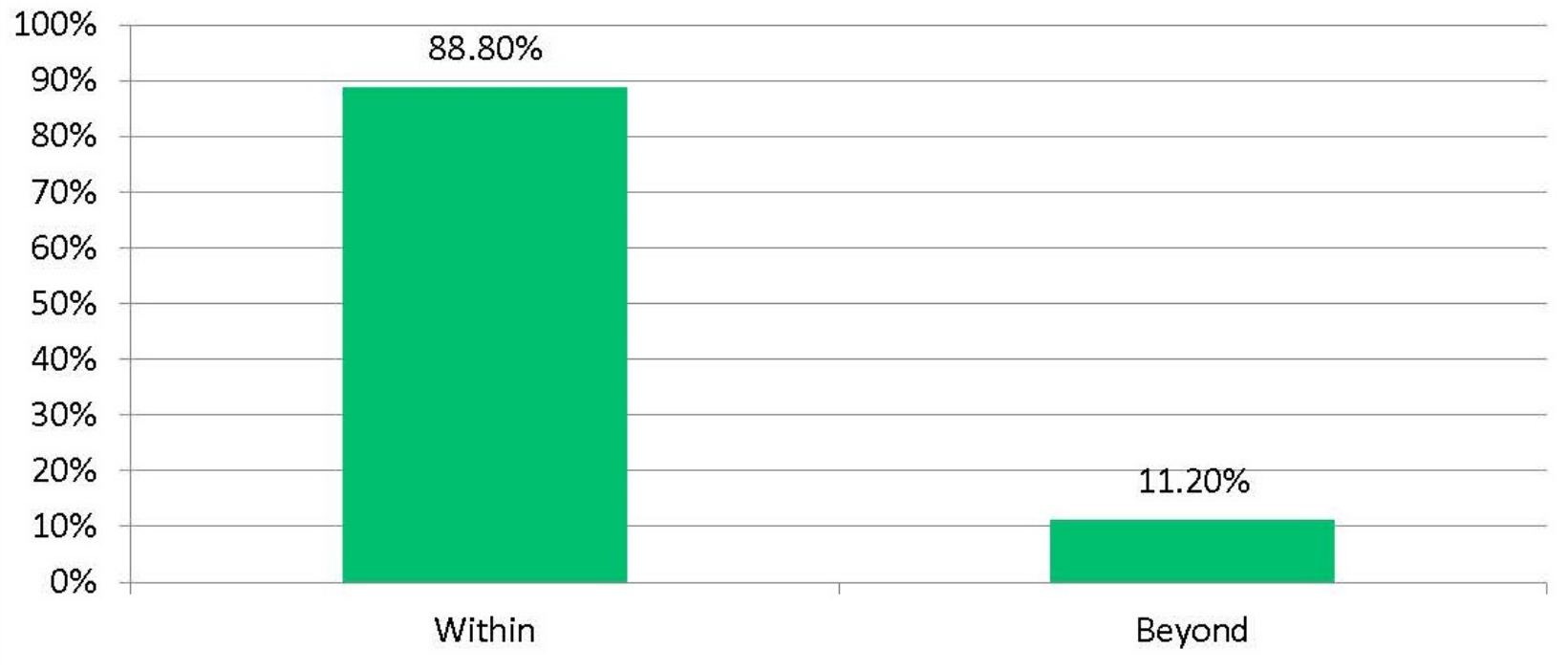
N= 127

Q4: What type of transit do you use?



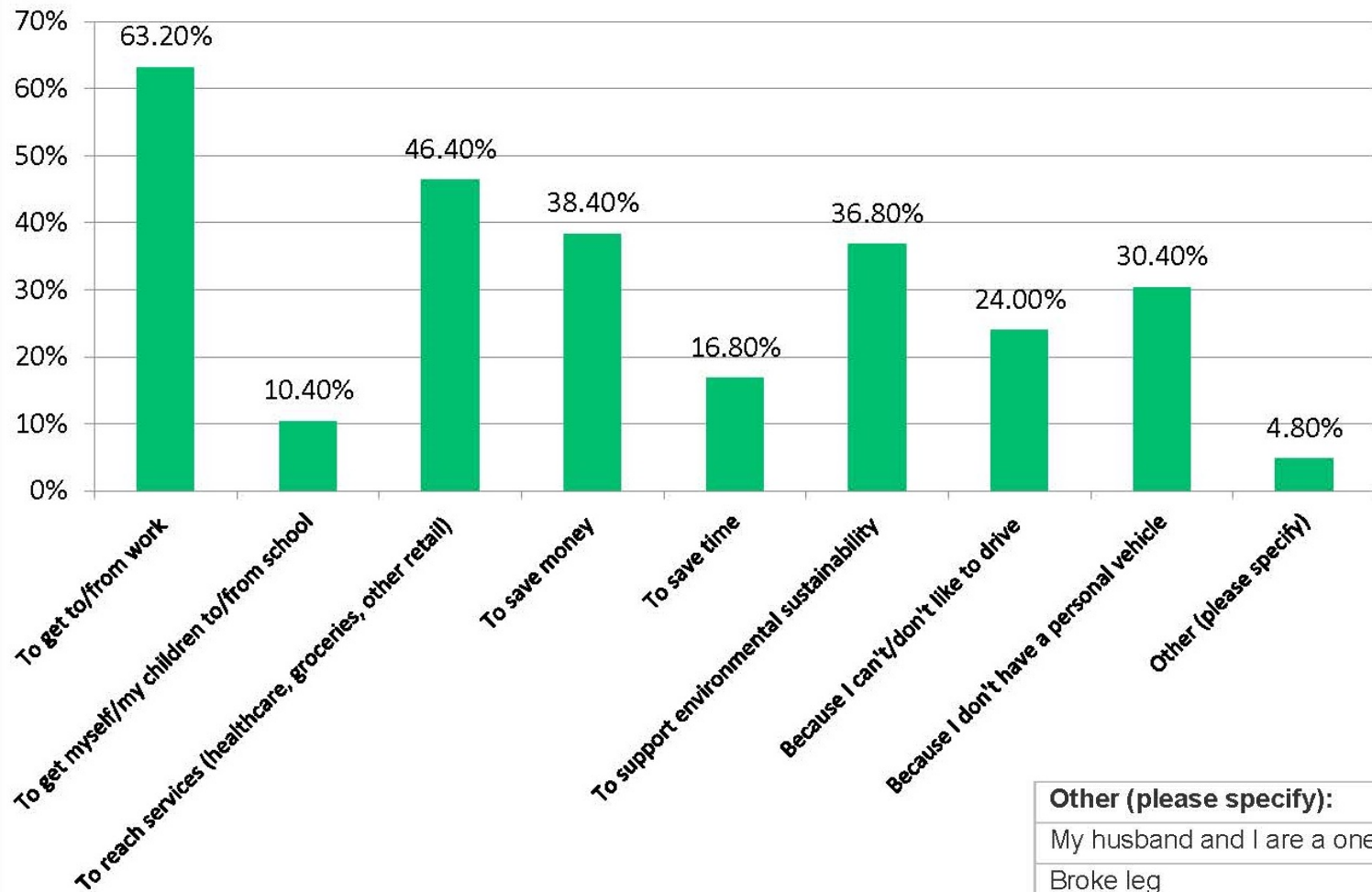
N = 121

Q5: Do you primarily use transit to travel within Orange County or do you primarily travel beyond Orange County?



N= 125

Q6: Do you use transit... (Check all that apply)



Other (please specify):

My husband and I are a one-car family.

Broke leg

Because UNC doesn't have many parking lots

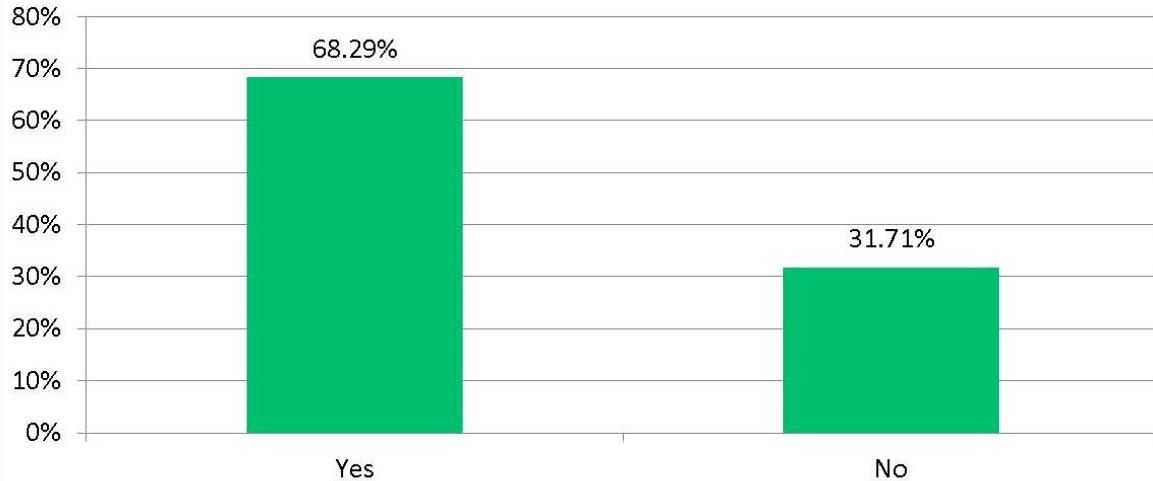
To decrease congestion on the roads, one car at a time.

Don't want to pay for parking where I work (UNC)

Transportation with my bike to places that are unsafe to ride to (like the tobacco trail)

N=125

Q7: Has your transit system use changed since the beginning of the COVID-19 pandemic?



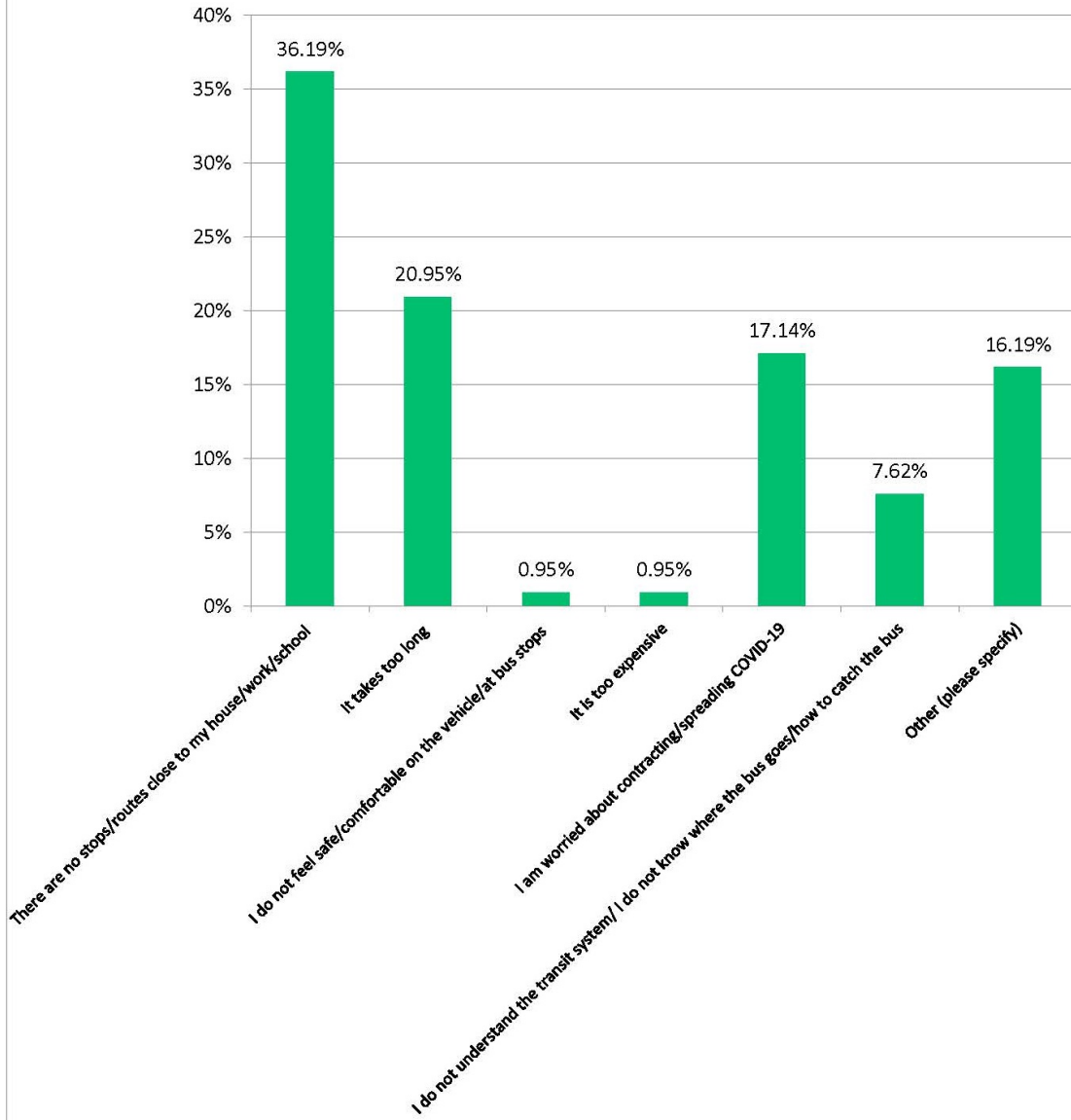
If yes, how has it changed?

Ride CH Transit less since F bus is suspended. Going to Hillsborough a lot less and Durham not at all
I work remotely and don't need to go anywhere for work.
Do not currently commute so no CHT rides
I do not commute to the office. I work from home since 3/17.
I stopped leaving the house lol.
Many less trips due to isolating
Use less frequently
avoid taking public transit
I have stopped taking public transit
I don't use public transit much since the pandemic, because I am still able to walk most places or drive when necessary
I no longer commute to work, because I must work from home.
I don't know I have only rode a month
I use the transit less because of concerns about covid. I am going fewer places
I have not ridden since start of COVID restrictions
Only taking absolutely essential trips
Have not used transit but 1 time

I don't ride it because I come in to work much less and I daisy chain errands when I do come in.
Working from home as much as possible
Less use.
I use the bus less often to go to the grocery store.
Almost completely stopped using transit.
Do not use it.
greatly reduced
Have not used public transit since the beginning of the pandemic
When I wasn't reporting to work, I wasn't riding transit. I resumed when I started reporting to work again.
JFX is not running
using personal vehicle more; only when traveling to UNC for extended period of time (where parking payment is a deterrent)
I have been working from home, no need to ride bus these days.
Route not running
I've been working from home.
I haven't been on it.
teleworking
I don't leave the house
Not using it at the moment
Working from home more than 99% of the time.
The F Route shut down, so now I only bike
I used to take public transit 5 days/week and now I have taken the bus 3 times in the last six months.
Work from home most of the time.
My office has been closed and employees are not allowed to return until next year at the earliest, so I have been 100% working from home since mid-March.
I have been riding much less to leave space for essential workers
I work from home now so ride much less often
Used much less since the Stay at Home order
Reduced use due to remote work
The meetings I attended are now virtual, so no need to travel

N= 123

Q8: If you do NOT use transit in Orange County, what is the PRIMARY reason? (Choose one)



Responses

- Less travel, less visits to stores and restaurants.
- I bought an e-bike so that I don't have to shower at work. I also work more days entirely from home than previously.
- Staying at home a lot more.
- I work from home, so I don't have reason to travel nearly as often. I've also been traveling by bicycle a lot more.
- Yes, I am mostly at home, working remotely. Additionally, my husband's company has gone all remote and he is working remotely.
- No travel
- Working from home
- Yes, working from home.
- I don't drive to and from many places that I used to frequent.
- Yes, my trips are greatly reduced
- Not leaving home as much for anything
- Use car more often
- Yes, i no longer drive my son to school.
- The pick up time and how many people can be on the bus at one time
- Yes - when and where I go
- Yes no job so I have to save \$
- Wearing mask
- Much less driving, no more commuting, more walking and biking.
- Work from home has increased
- I work remotely for one job, when I used to take public transit to the university several days a week. My other job is outside of Orange county and there is no public transit to it, so I drive.
- I am now working 100% remotely
- I travel to work 3 days a week instead of 5
- I walk or drive more - normally, I would take the bus a lot to get to campus, etc.
- Yes. Travel MUCH less because I'm working from home and not commuting from Hillsborough to RTP every day
- Yes. I am teleworking.
- I spend more time at home and do not commute to work.
- Yes - less frequent riding because of COVID
- Morning route changed to Chapel Hill Transit 420
- Yes. When the insanity of a mild flu was foisted upon us as a dangerous killer, the buses were reduced to such an extent that prohibited using them much. I plan on going back to normal routines but the government is bent on destroying society. What will they do next to damage us?
- The buses do not come as they used to
- Times
- I work from home 3 days a week.
- I travel much less now due to COVID-19.
- I travel less
- Yes - not being able to go in buildings; too many restrictions
- Go to work less often
- We go to town a lot less often.
- Yes, I have not used bus since social distancing restrictions began.
- Staying home more. Driving much less.
- I live north of town (in Carrboro's Northern Transition Area), and I go into town a lot less.
- We go out less.
- No longer go to Chapel Hill from Hillsborough on a weekly basis.
- less travel, light rail wouldn't help
- Yes - working from home
- Not taking the bus
- Yes. See answer to #3.
- Not traveling as much, working remotely...for now.
- If I can't walk there, I don't go. I get groceries and laundry done via delivery services
- Yes, I only come in to the office occasionally and I daisy-chain errands when I do come in.

(Continued)

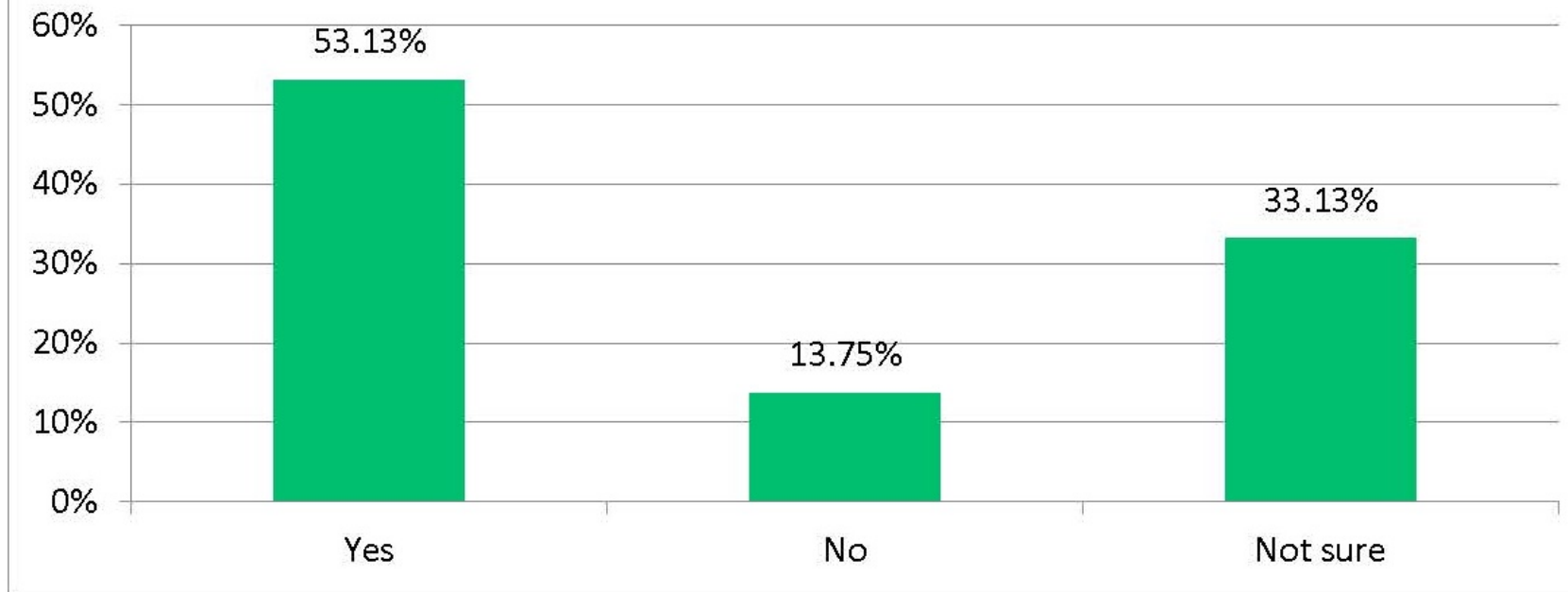
Q8: If you do NOT use transit in Orange County, what is the PRIMARY reason? (Choose one)

Yes, I stay home more.
Yes working from home as much as possible so not riding the bus
Yes. I work from home 100% now since my office is closed.
I use the bus less often to go to the grocery store.
Yes, I am no longer commuting to work.
Primarily sheltering in place
Yes, I work from home.
Yes, I mostly stay home except for medical service and grocery shopping
Working from home 3-4 days per week.
Yes - I now work from home, whereas I used to commute to campus every day using Chapel Hill transit
Didn't commute at all mid-March through July. Only came back to the office in August
Yes, I am currently working from home.
I travel everywhere less
Work from home
I am not using buses anymore for now
I now work from home 95% of the time.
I travel less
Yes - going into the workplace less frequently. About 2/3 of the time.
I would definitely not take any public transit at this time.
I work from home instead of going into the office in Durham. I rarely have dinner out and grocery shop just once a week.
primarily traveling less, except for shopping, takeout dining. Mainly avoiding on-campus, Franklin St., other parts where mask-averse, dangerous people may be around
Working from home. I haven't been on a bus since March when UNC went virtual due to COVID.
Yes, I am home and staying closer to home than normal. Still furloughed from my job, so less need to go out.
I stay home most of the time
Work from home
Now working from home.
Yes, I travel much less. I am retired and spent 1-2 days a week visiting isolated elders in their homes. Currently I contact them by phone. I no longer attend exercise classes at senior center 2-3 days a week. I'm doing virtual classes. My social life is curtailed in that I no longer visit local or out of state friends, eat in restaurants or attend concerts and art exhibitions.
Yes, I rarely go anywhere but grocery store and wal-mart and to pickup takeout food from restaurants. Normally I would go to church, library, shopping mall, restaurants that are all over the Triangle, parks, farmstands, nurseries, visiting friends up and down the east coast and so on.
Much less travel
I don't go into town as much
I have been working at home
Yes, I work from home now and am traveling far less
teleworking
I don't leave the house, I don't understand why you needed to ask this again?
I used to bike to UNC campus 80% of the time and ride the bus the remaining 20%, but now I primarily work from home, so I don't need to go there nearly as frequently.
No trips further than adjacent counties. Trips to stores only occasional. Driving cut at least 50%
Ya casi no me subo al camión porque tengo miedo contagiarme del COVID-19 y contagiar a mi familia ya que alguien mayor de 65 años vive conmigo y yo estoy embarazada. <i>I hardly get on the bus anymore because I am afraid of catching COVID-19 and infecting my family since someone over 65 lives with me and I am pregnant.</i>
I no longer ride the bus because it takes too long to walk to the CW Route with the F Route closed
I work from home. Because I work from
Home I don't trip chain which means instead of taking the bus to work and then running errands with the bus, I drive to errands.
Working from home, nice weather to ride a bike and fear of covid means using the bus less, but this is temporary for me
I barely use motorized transportation of any kind now. In addition to giving up commuting, I've also abstained from most recreational and shopping travel. We get groceries every other week, and go to the farmer's market on off

weeks to supplement with fresh food, and otherwise barely shop at all. Mostly takeout from local restaurants and occasionally hardware store trips. I've walked a lot more, though, both in my neighborhood as well as in other areas of the town and county.
Less long distance travel, more local travel
Yes, I travel much less without trips to school or work.
Reduced travel overall due to remote work and limited social gatherings
Yes. I barely go anywhere. Groceries twice a month, farmers mkt each week, and doctor appts. That's it.

N= 136

Q9 : 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?



N= 160

Q10 If you currently ride transit in Orange County, what is one thing that could be done to enhance the County's transit system?

Responses
It's fine
Don't know
Love it as is, need Sat.
This is my first time
Saturday service
Do not currently ride due to no stops being close to my house (Thompson Apartments)
Memory schedules and CH Transit schedules that make transfers easier
Better information to help not regular transit riders choose to make periodic trips via transit versus using their car.
More reliable information on Nextbus and/or updates if a bus is running late or is too full to pick up riders.
Have extra disposal masks if a person doesn't have one at the stop pick up location
May move out of the area by the time things re-opening (for work).
I do not ride. I would need to study routes and schedules to determine if it provides a practical alternative to using my passenger car.

Better bus stops with benches and bike racks. Consistent information in NextBus and Transloc. CH Transit predicted times are inaccurate
More integration among busses, More routes and increased frequency (especially for NS route)
More direct connections to RTP office parks
Coordinate bus schedule with hospital shifts so if I take bus in the morning I can be sure it will be available to return in the evening
don't know
More frequently
Later hours, weekend service
Having it so the scheduling is for the weekend as well
Being able to understand routes would help me. I plan to learn more once the Seymour Center opens.
Nothing seems wrong
Weekend service and more county coverage
later hours
Nothing
Everything is great
Shelters
Expanded
Run it on Saturday
Nothing
More buses along extremely busy routes (such as the NS)
More frequent bus service
Better regional connections
light rail
I would like to see bus services on the weekend.
Better connectivity to Durham and RTP.
Greater frequency and later service.

Visit all O.C.
Sunday bus rides
Later service/weekend service
Earlier/later rides; rides on Sat/Sun
Add different stops on areas that's not on route
More frequent and expanded service
More frequent buses, more often
Free
More frequent service; expanded service; more stops
I don't know I have only rode the bus a month
Nothing
Stop closer to my home
One thing that could be done is to have late buses like have them run till 8PM
Get more nice people like y'all
I like multiple buses showing up every 10 minutes.
Better shock system
More stops in route to chapel hill
Extending the time
None
More hours of operation
Nothing
More routes to connect folks to work
Nothing
Don't ride all over the county in route
Stop at Cornwallis Hills
Run later
Pick me up at my house
Nothing
Everything is good
Early morning rides to start by 7 AM; end at 7PM will be convenient to others
Bus with better shock absorbers
More stops so you don't have one or two specific stops from Hillsborough to Chapel Hill

Q10 (continued)

Earlier rides like 6 AM and later like 5-6PM
More bus often
Earlier service; all day service
Stop close to me
More frequent routes
From speaking with other seniors, I know it would be great to have accessible transportation to and from doctors' appointments and grocery stores.
Ensure frequent and easy connections to regional employment destinations.
Don't currently ride transit. Wish the bus schedule from H'boro to CH was more widely available.
its inefficient, wastes resources, and should be limited and focused
More Rural stops Near Carrboro
Better evening and weekend service. New weekend service helps
Move to electric buses. I hate smelling and listening to many buses idling on Franklin St. all day long. (I work on E. Franklin St. above the bus stops).
I don't take it because usually the rides take double or more the time it would take me in my car.
It would be great to have shelters at all bus stops
I appreciate the recent updates a lot, and practically speaking (aside from buses that run more often) it serves my needs well.
Make the Carrboro/Durham route more bi-directional
More frequent service
To be actually useful, I would need a service like Uber
Defund GoTriangle and use funds to increase CHT and Hillsborough service, make any ride originating in CHT fare-free, invest in point-to-point private/public partnership.
More buses on my route
When I have ridden before it was limited to once per week at the most since the route takes so long. Since the buses usually only have 2-3 people on them, could the routes be sped up by using smaller vans instead?
More bus stops closer to grocery stores
Buses need to come more frequently, more reliably, and reach necessary areas. Often, taking a bus to the store or something takes about 3x as long as if I could take a car and is a lot more stressful.
A useable phone app that can plan your routes, shows routes, Schedules, arrival times, etc.
enhanced bus stops, bus stop shelters etc. so that you can sit and wait for buses while maintaining social distance
When I want to ride the bus in town, I quite often decide not to because I would have to pay to park my car and then the buses don't come often enough to be a good alternative to just driving.
Increased frequency ; better on time performance
We need service routes along Old NC 86.
I'm concerned that as I get older I'll need to rely on public transportation more and there aren't any public transportation opportunities where I live outside of Carrboro. Reach a little further out into the countryside.
more service outside of city limits
Making Planning routes/stops clearer
more stops with shelters
better communication system for rider alerts
PLEASE get Chapel Hill Transit to have a functioning website with CORRECT information AND a public communications team for route changes and disruptions. They never communicate anything and makes it REALLY hard to use the bus.
Better pedestrian bicycle connections to stops with safe crossings
safe shelters with lighting, seating and trash disposal as well as bus turn out to prevent traffic congestion from bus stops with traffic signal prioritization would be a great / low cost improvements.
More frequency so a schedule is not needed
If we are talking about only within the county, take a look at where people have been getting on and off the bus during the pandemic, and what routes they are taking. These are our transit dependent folks make those stops better, make those routes more frequent.
BRT, more frequent service, posting live updates of upcoming bus arrivals at every stop, nice bus shelters, crosswalks, and speed reduction/enforcement/traffic calming near stops
A light rail system that connects us to Durham County and concentrates new development to the transit corridor it creates. Since we ruined that, the next best thing would be a BRT system that is so fast, frequent, high quality, and has enough dedicated right-of-way that is it almost indistinguishable from light rail.
run the 7-day bus routes in Chapel Hill/Carrboro until 11 pm, at least on Thu/Fri/Sat
Increased frequency on key routes to improve feasibility of using multiple routes to reach destinations.
Longer service hours for PM trips

More advertising and publicity about where the buses go. Also, better connections between the systems.

N= 124

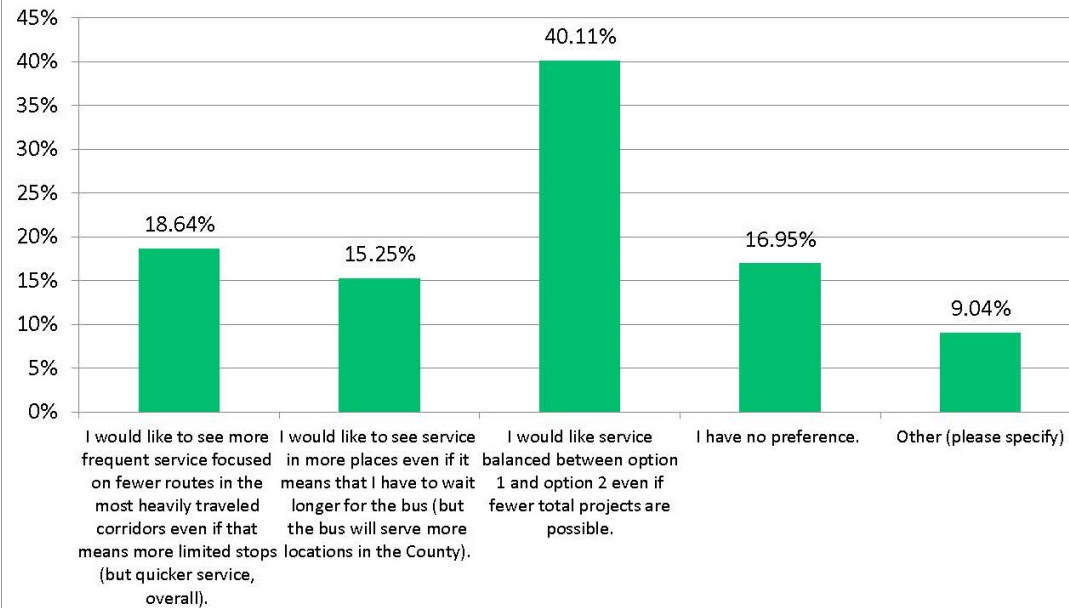
Q11 If you do NOT currently ride transit in Orange County, what is one thing that could be done to make transit a desirable option for you?

Responses
It's alright
More stops along Hwy 86
end of pandemic.
I ride transit
During the pandemic, I really don't know what could be done by Orange County to make transit a desirable option. It feels more like a last resort.
closer park and ride location.
I'm retired. So, I do not need transit to reach an office. I can understand how transit would be beneficial if routing & scheduling made commuting easier and more economical. My drives are so customized to my particular needs on any particular day that I have difficulty picturing how transit would benefit my travel desires/needs on a consistent basis. I am not against transit, having used buses as a child and trains when traveling in Europe and elsewhere. But between Hillsborough and other Triangle places that I frequent, I have difficulty imagining how transit systems could become so convenient that I'd opt for using them instead of my car.
More direct connections to RTP office parks
Regional travel in a timely manner
A bus stop near my home.
ok
They do a great job, the drivers, so nothing
Being clear about bus stops
Signs with routes and times, easy to read guides
stops closer to my destination
More buses along extremely busy routes so that timing is accurate and I'm not passed by if the bus is too full
more access to routes
Bus Rapid Transit with direct routes.
More service. If you can't feasibly have fixed routes that serve Hillsborough maybe there's an opportunity for demand-response or on demand solutions that would connect us with the rest of the county and region?
Better and faster routing to RTP.
More stops, closer to destinations and more frequency.
Nothing
Use it to go to work
Better access to routes that connect to destinations
It must cover more area (more stops) and take less time.
No long distance riding
More frequent routes
I need transport that I don't have to schedule days in advance—a day or two is okay, but more may be difficult
Not sure - we live in the rural area
Nothing
Put the stop and bus route near my house back.
More frequent bus service close to my house (which is difficult, as I live in the rural part of greater Carrboro).
Routine service to my area is economically untenable. If I were not able to drive, I would appreciate pickup service.
More widely available bus schedule, including frequency of buses and where they stop.
nothing, I will never use it
More frequent buses. The bus I take comes every 30 minutes.
Expand routes
Routes in my area

More direct routes with fewer stops
Have a shuttle service from a park and ride to the Transit Center in the Durham/RTP. My office is in the RTP and I live in Hillsborough and for me to take the transit I would have to take bus through three counties, causing a 2hr ride.
Add a stop at Lake Hogan Farms that goes to downtown Carrboro and Chapel Hill.
More frequent service
Publicity
Better linkage with regional transit plans
Advertise precautions being taken to limit the risk of COVID
Weekend routes. At this point, I go to Hillsborough for recreation on the weekends.
Masks enforced upon entering the buses. Open windows and no HVAC use until the pandemic situation is under control
Decrease the time between buses and decrease total travel time. Maybe add express routes with smaller vehicles.
Stops closer to the services I use
Easier connection to Triangle Transit options for RTP. Also, would like to see transit options for Heritage Hills/Smith Level past the Carrboro High School.
Well, it would have been really nice to have kept the Durham/Orange Light Rail. Buses do not excite me like rail!
Free park and ride
Have regular routes in the county that go to major destinations like the hospital, Walmart, medical offices.
If there was more access to bus stops and it was free.
Regular routes outside town.
I live in rural OC about 13 mi from both Hillsboro and Carrboro. I think on demand rides sponsored by the county at a reduced fare would be beneficial to many rural folks.
Stops outside of town.
Not interested at present. Public transit is to limiting to freedom of choice regarding location and schedule options.
more service outside of city limits
Have a closer stop to my house
PSAs about how transit hasn't been a super spreader vector
Stops near my home
Better communication system for rider alerts, a system in place to track routes for ALL buses, adherence to the posted schedule
100% compliance with distancing and masks.
Service little river township. Otherwise, I'd have to drive town which defeats the whole point
see #6
Que tengan camiones corriendo mas seguido y no vallan con mas de 10 -15 personas por camión. Que sea obligatorio que usen mascarilla dentro del camión. <i>Have buses running more often and do not go with more than 10 -15 people per bus. Make it mandatory that they wear a mask inside the bus.</i>

N= 124

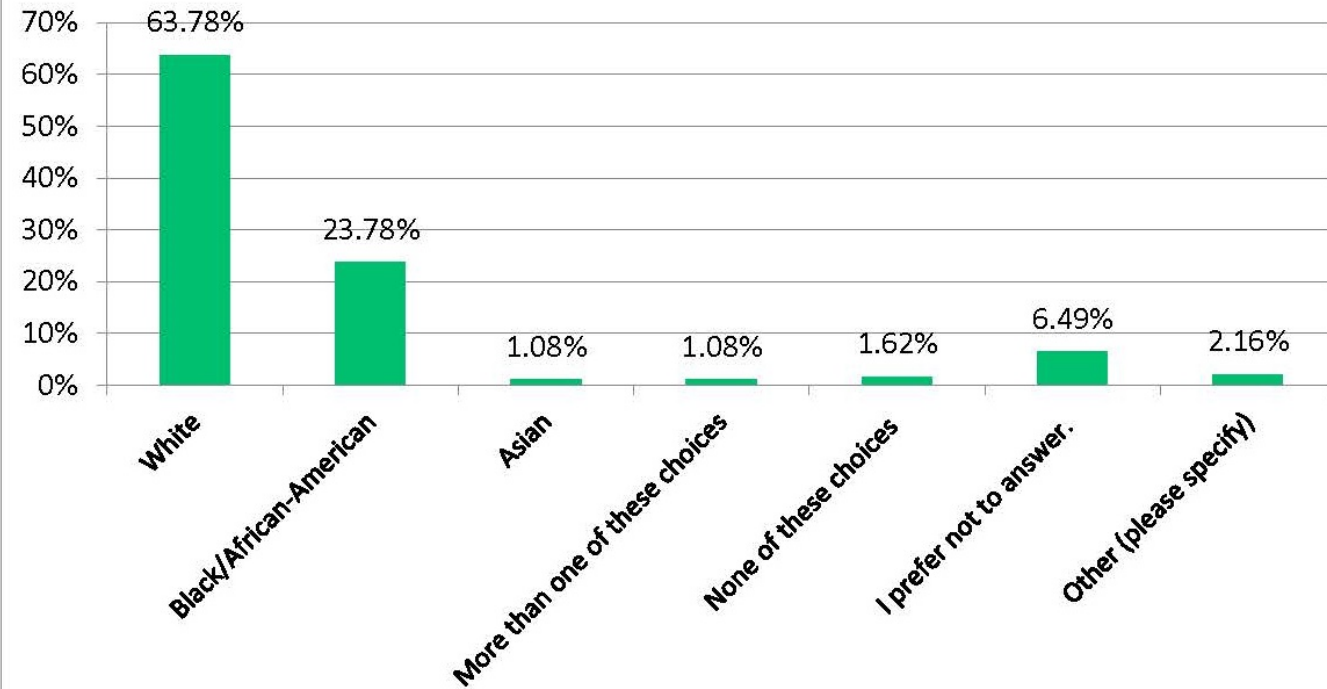
Q12 Please identify the statement that is most aligned to your transit needs:



Other (please specify)
Free rides
hobo travel
Exact schedule, especially after 7pm the bus often arrives different time, or never arrived although that is scheduled (e.g. Line 800).
I am please with the bus
Don't know what the best options are until I learn a lot more.
what a biased question... my view is limit the wasteful transit system
I need irregular but reliable service from home to doctor
More overall service. Reliable weekly service in-spite of UNC schedule.
Whatever will increase ridership to the greatest degree. For the moment, the routes as they exist don't serve me, but I would be an occasional user. More important to me is that the maximum number of cars are displaced from the roads.
Need more bike/ped (shared use/greenways) connectivity.
I would like to see investment in on demand rides and future oriented services like driverless vehicles.
I have no transit needs at this time.
I would continue using my car, no need for public transit
I would like which ever of these two options can be demonstrated to serve the highest overall quantity of trips and reduce miles traveled in single-occupancy vehicles the most.
Would like to see transportation improvements that prioritized bus lanes and bus service over car lanes.

N= 177

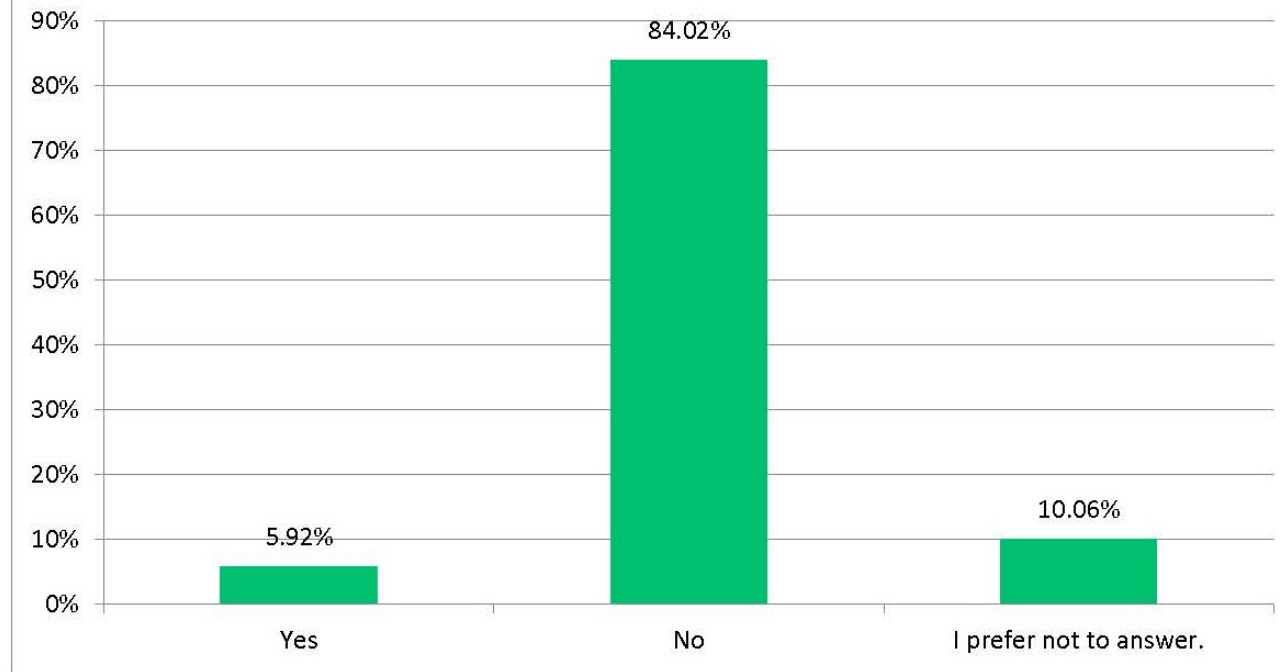
Q13 I identify as:



Other (please specify)
Hispanic
??
N/A
Mexicano Americano

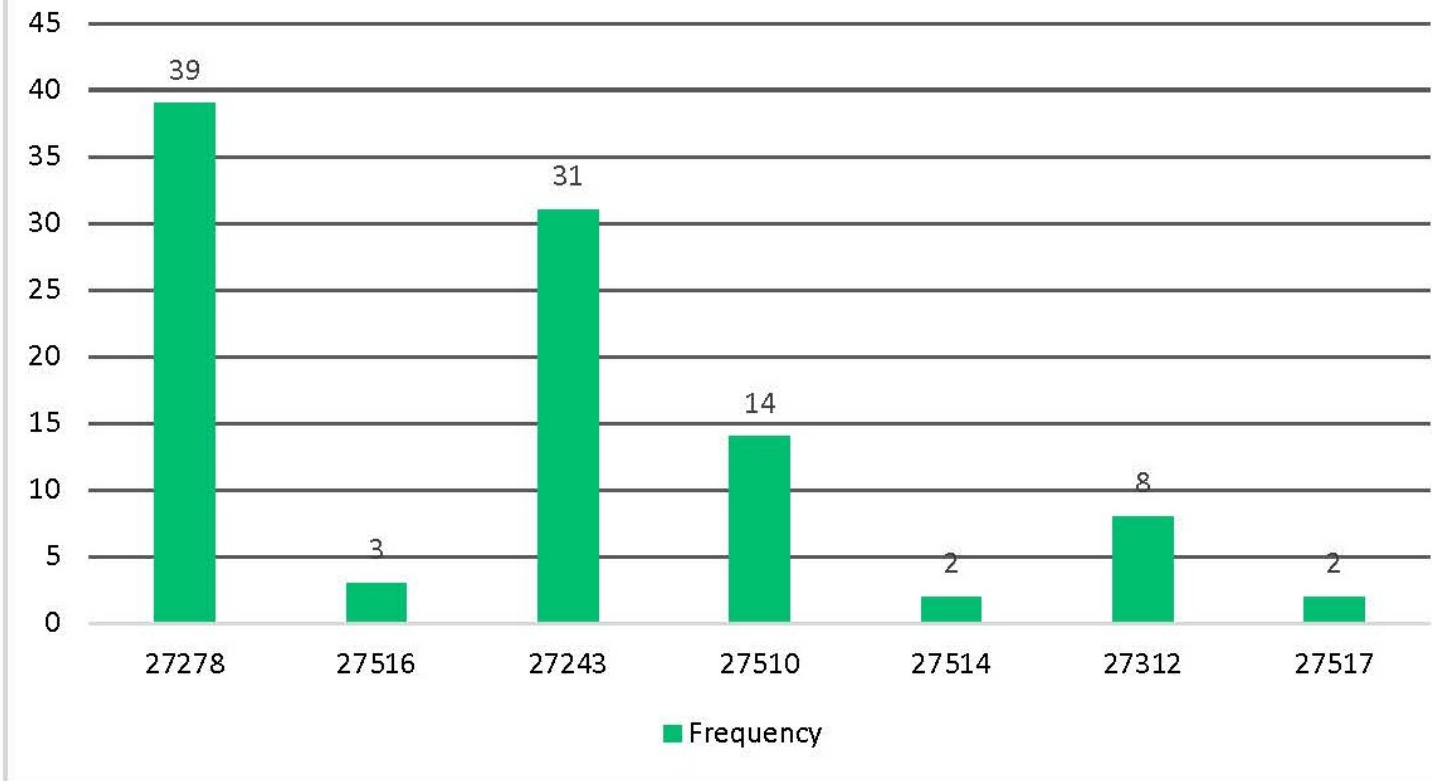
N= 185

Q14 I identify as Hispanic/latinx



N= 169

Q15 Please enter your ZIP code

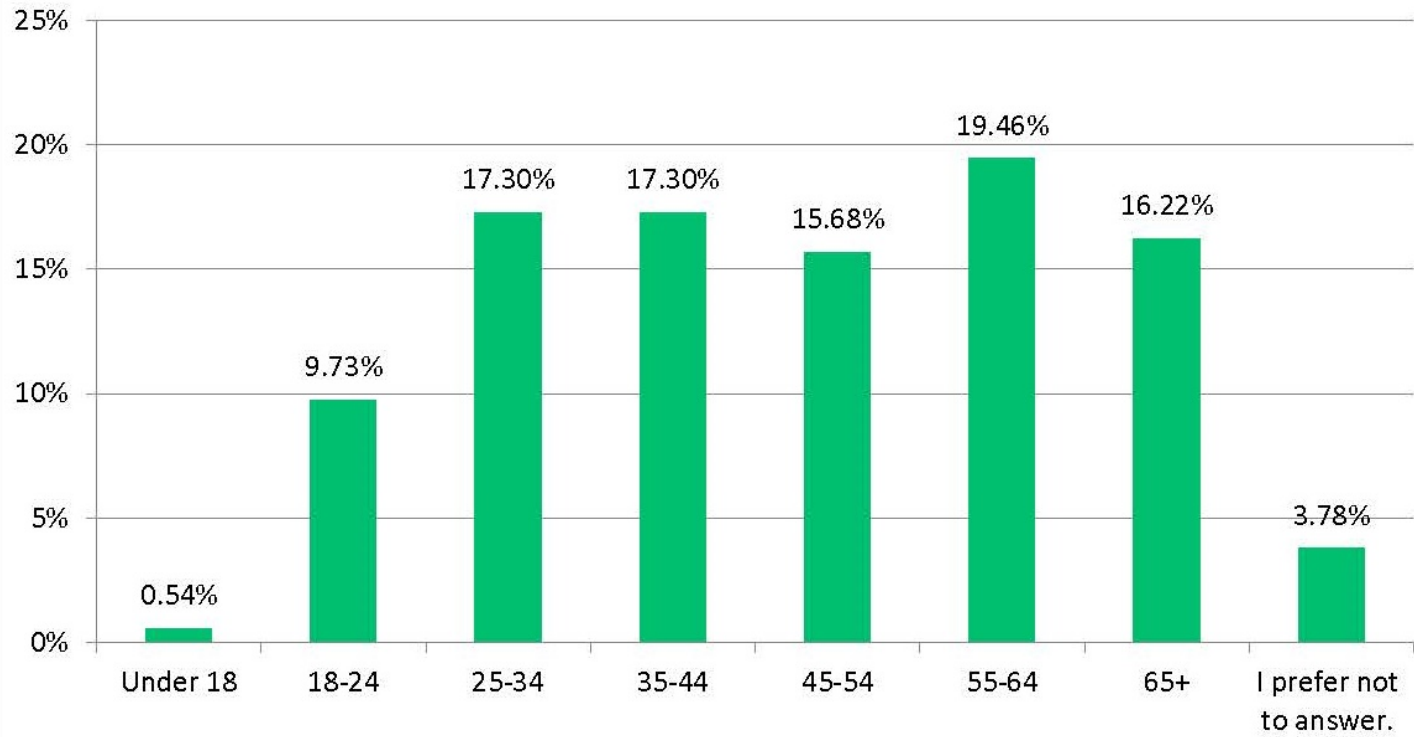


The following ZIP codes had one respondent each:

27889	27714	27707	27705	27701	27599
27572	27527	27519	27513	27215	27503

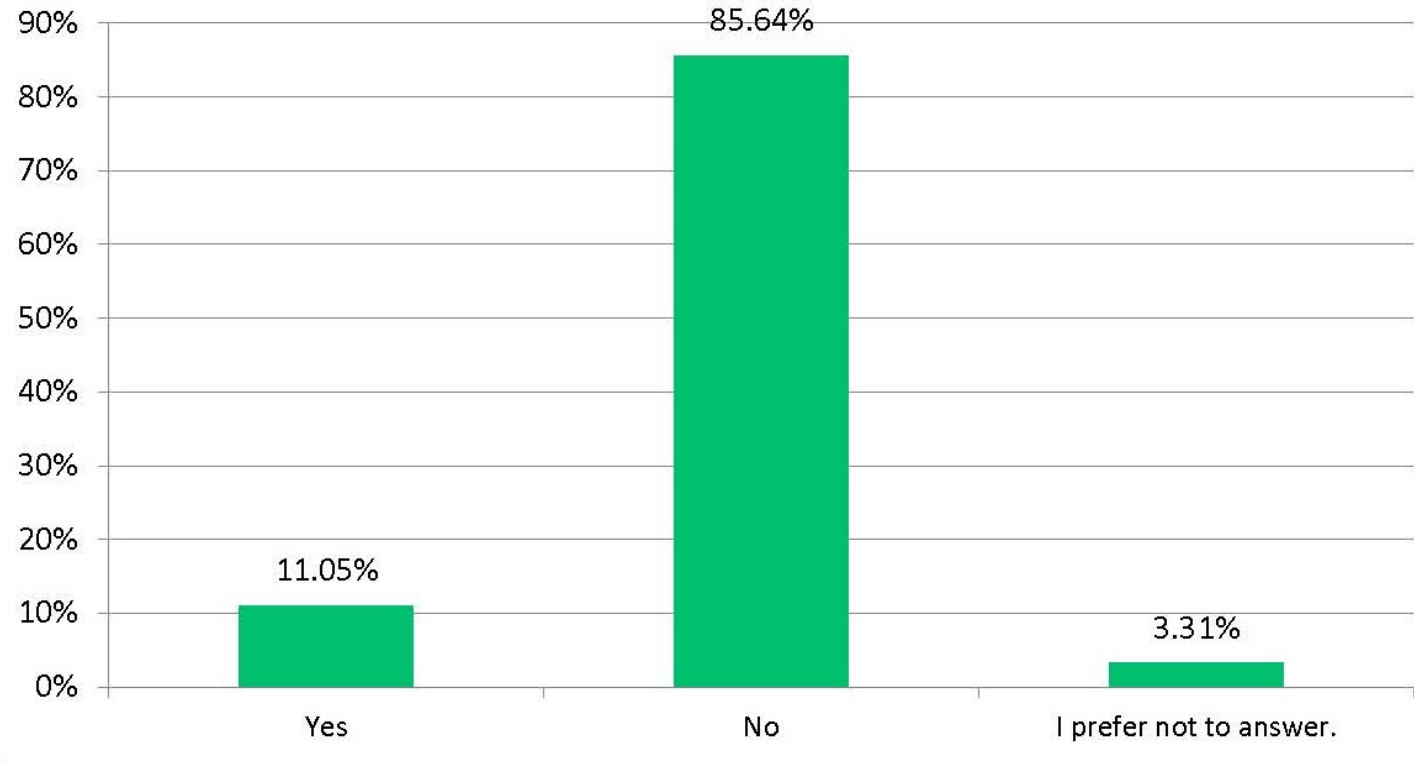
N= 165

Q16 My age is:



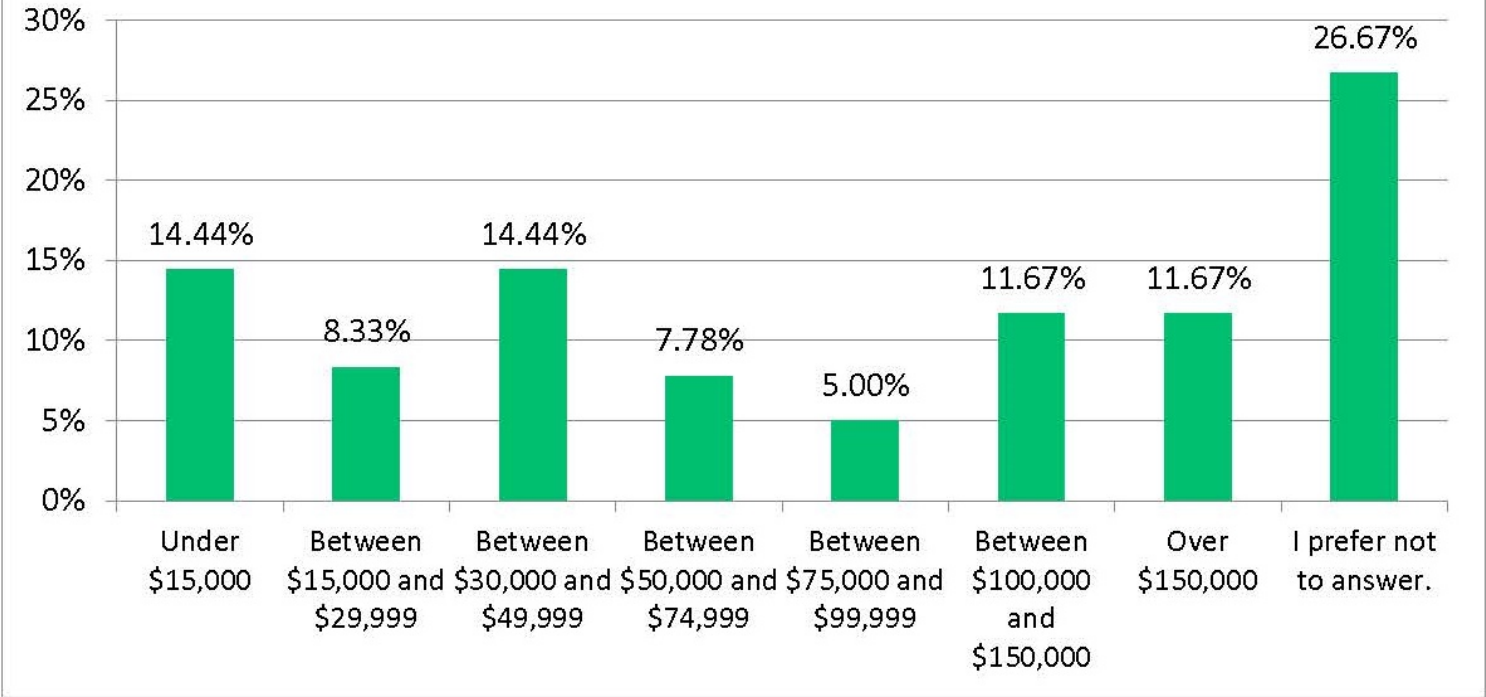
N= 185

Q17 I am currently a student (of any age!)



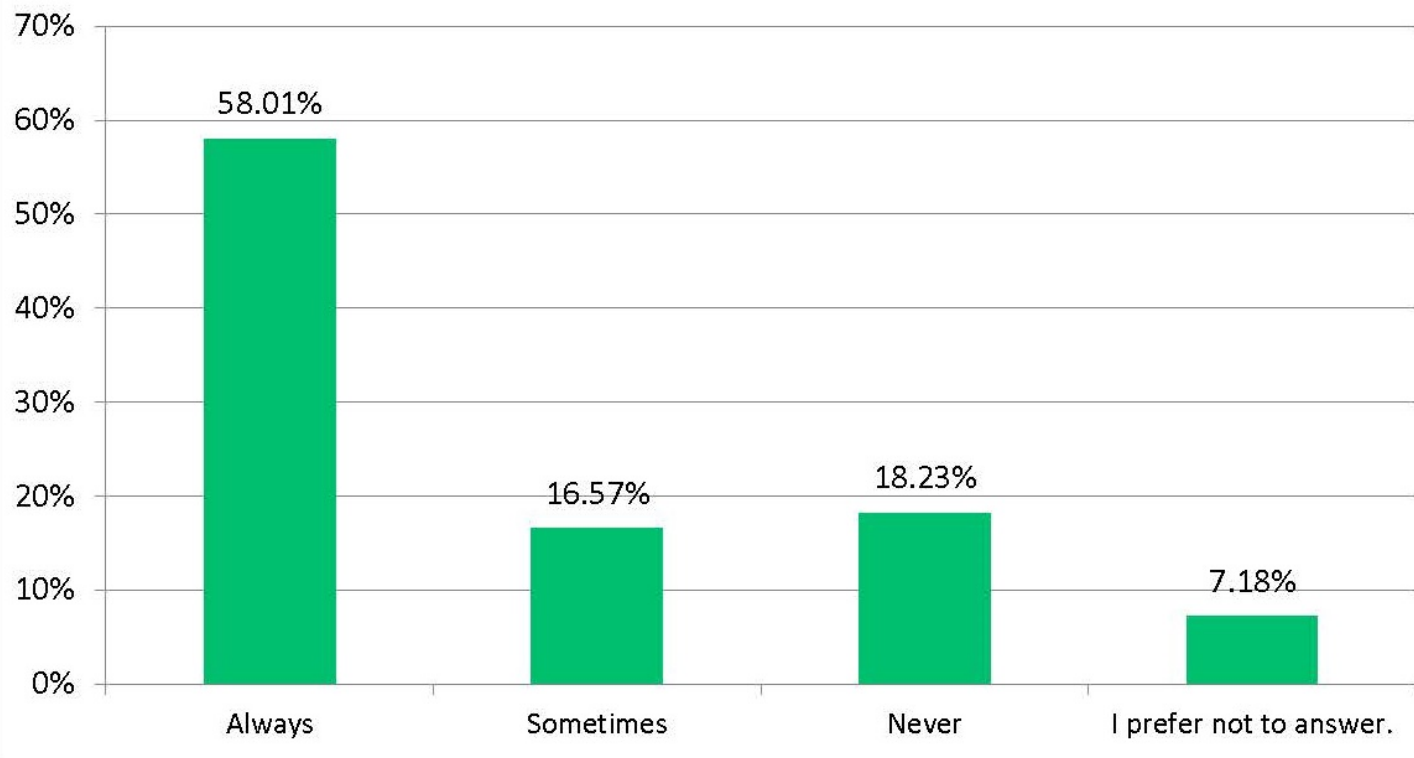
N= 181

Q18 My household income (before taxes) is:



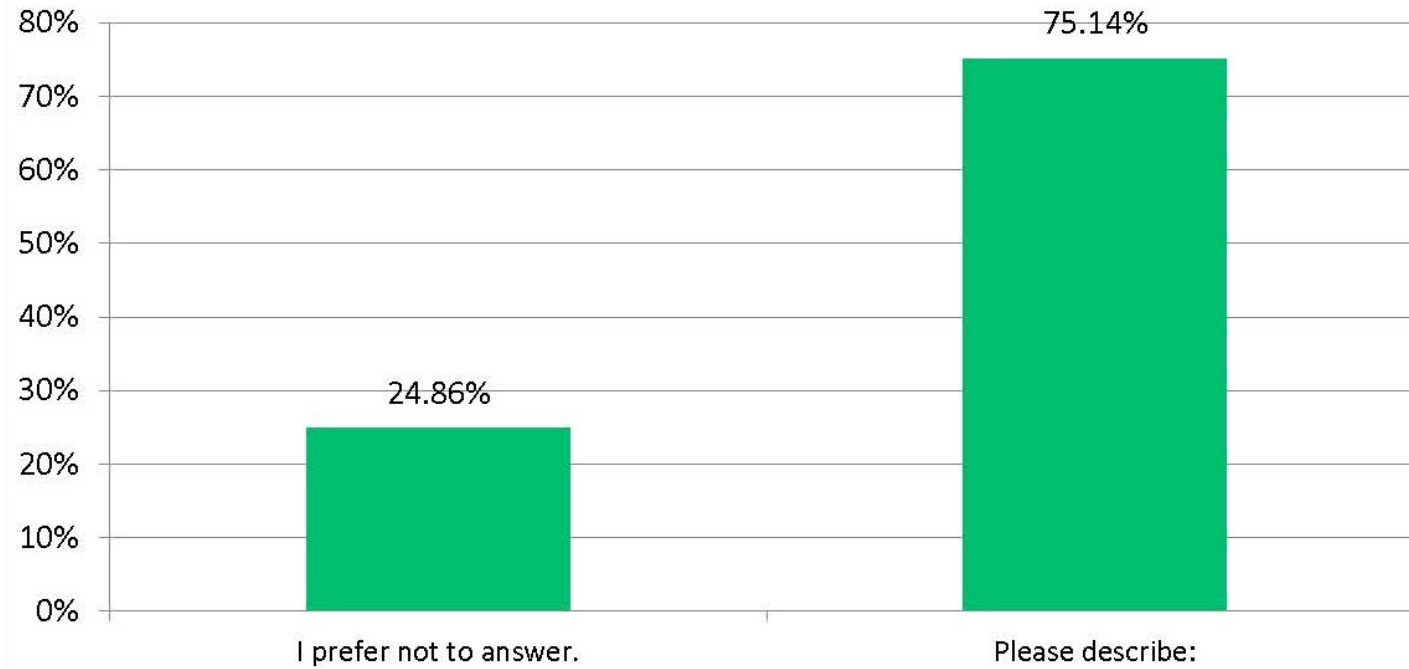
N= 180

Q19 I have access to a personal vehicle



N= 181

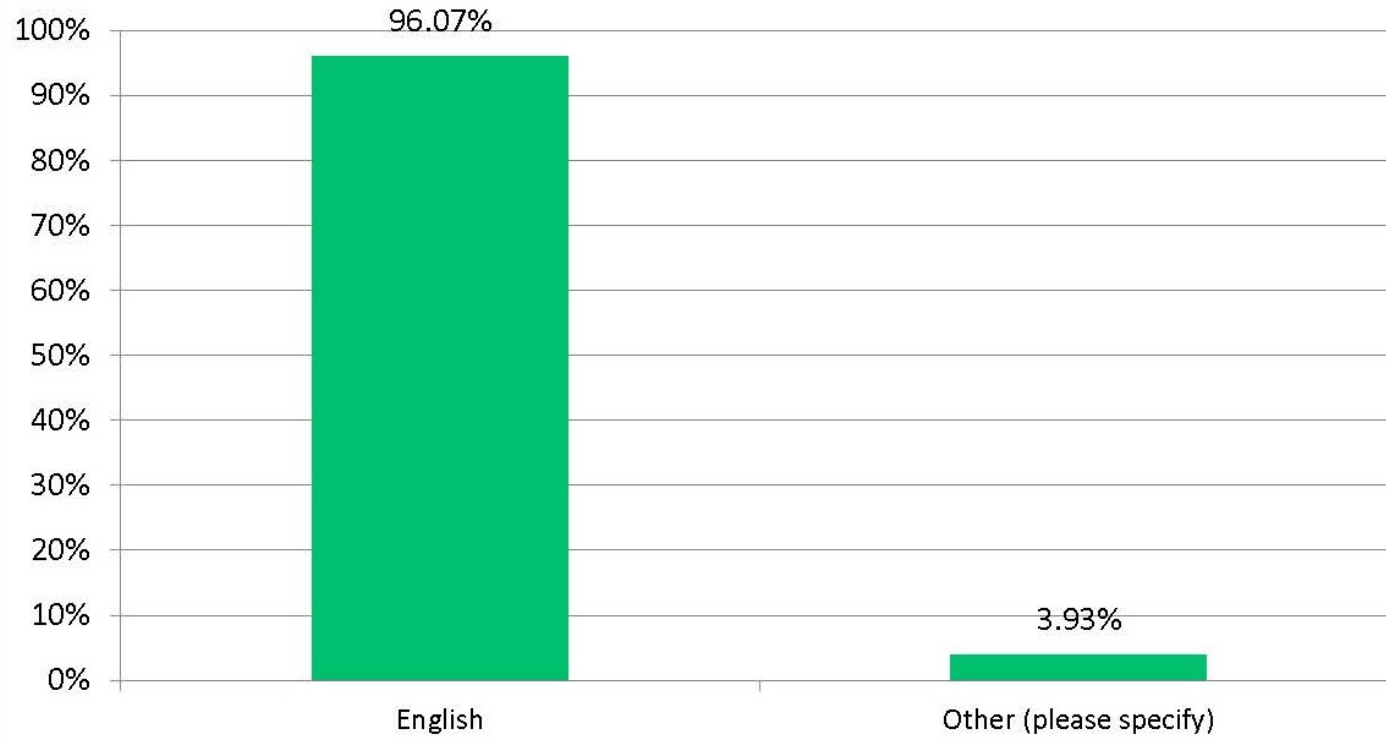
Q20 How do you describe your gender identity?



Gender Identity	
Male	59
Transgender Woman	1
Female	65
Non-binary	1
Gender fluid	1
None	1

N= 173

Q21 Primary language spoken at home:



Other (please specify):
Portuguese
Spanish
Chamorro (from Guam)
N/A
N/A
Japanese
Ingles y Español

N= 178