

## Coordinated Public Transit Planning A survey of community transportation needs

In coordination with the NCDOT we have begun the effort to identify specific mobility needs in the county. We intend to discuss how those needs are currently being met or unmet and identify opportunities for improvement, along with assessing the capacity of agencies to coordinate transportation services. One or more organizations in the county operate small-scale transportation services for members or clients, or offer other kinds of transportation support. The goal of survey is to provide the opportunity for participation and involvement and to facilitate an exchange of ideas to be used during the planning of future transit needs of the county. These needs would not necessarily have to be met by the current providers.

In order to quickly prioritize the transportation issues in your community – a common list of problems has been assembled from other ‘plans’ developed throughout the country. Please mark all those that apply to your experience.

Prioritize each survey question in accordance to level of importance using the following rankings:

- |                              |                           |
|------------------------------|---------------------------|
| <b>4 – High Importance</b>   | <b>2 – Low Importance</b> |
| <b>3 – Medium Importance</b> | <b>1 – No Importance</b>  |

### SERVICE RELATED

	There is not enough public transportation service available.
	There needs to be extended service hours
	There needs to be weekend and night service
	There needs to be extended service focusing on employment type trips
	There is a need to increase service to fill gaps in underserved areas
	There is a need for continued coordination between transportation providers to provide cross-county trips
	There is a need for a public transportation service to focus specifically on providing employment trips
	There is a need for a public transportation service to focus specifically on providing shopping and recreation trips
	Too much advance planning is required in order to get transportation
	There is a need for increased/improved door to door service for the elderly and disabled population

### EDUCATION & MARKETING/CUSTOMER SERVICE

	There a need for education on available services, programs and eligibility requirements
	There are communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided
	There needs to be advertising of the various services to the elderly, low income, and general public
	There is a need to market/increase participation on the Transportation Advisory Board (TAB)

