

Coordinated Public Transit Planning

There is not enough public transportation service available

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	8.3%	1
Medium Importance	25.0%	3
High Important	66.7%	8
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning		
There needs to be extended service hours		
Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Imoprtance	8.3%	1
Medium Importance	25.0%	3
High Importance	58.3%	7
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning		
There needs to be weekend and night service		
Answer Options	Response Frequency	Response Count
No Importance	16.7%	2
Low Importance	0.0%	0
Medium Importance	33.3%	4
High Importance	50.0%	6
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There needs to be extended service focusing on employment type trips

Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	8.3%	1
Medium Importance	41.7%	5
High Importance	41.7%	5
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need to increase service to fill gaps in underserved areas

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	25.0%	3
Medium Importance	33.3%	4
High Importance	41.7%	5
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for continued coordination between transportation providers to provide cross-county trips

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	8.3%	1
Medium Importance	58.3%	7
High Importance	33.3%	4
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for a public transportation service to focus specifically on providing employment trips

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	25.0%	3
Medium Importance	33.3%	4
High Importance	41.7%	5
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for a public transportation service to focus specifically on providing shopping and recreation trips

Answer Options	Response Frequency	Response Count
No Importance	25.0%	3
Low Importance	25.0%	3
Medium Importance	33.3%	4
High Importance	16.7%	2
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning		
Too much advance planning is required in order to get transportation		
Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	8.3%	1
Medium Importance	33.3%	4
High Importance	50.0%	6
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for increased/improved door to door service for the elderly and disabled population

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	9.1%	1
Medium Importance	36.4%	4
High Importance	54.5%	6
<i>answered question</i>		11
<i>skipped question</i>		1

Coordinated Public Transit Planning

There a need for education on available services, programs and eligibility requirements

Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	8.3%	1
Medium Importance	8.3%	1
High Importance	75.0%	9
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There are communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided

Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	0.0%	0
Medium Importance	25.0%	3
High Importance	66.7%	8
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There needs to be advertising of the various services to the elderly, low income, and general public

Answer Options	Response Frequency	Response Count
No Importance	9.1%	1
Low Importance	9.1%	1
Medium Importance	18.2%	2
High Importance	63.6%	7
<i>answered question</i>		11
<i>skipped question</i>		1

Coordinated Public Transit Planning

There is a need to market/increase participation on the Transportation Advisory Board (TAB)

Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	16.7%	2
Medium Importance	33.3%	4
High Importance	41.7%	5
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	18.2%	2
Medium Importance	18.2%	2
High Importance	63.6%	7
	<i>answered question</i>	11
	<i>skipped question</i>	1

Coordinated Public Transit Planning

Service providers need to be more "consumer friendly"

Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	33.3%	4
Medium Importance	33.3%	4
High Importance	33.3%	4
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning

There is a need for users to have the option to make reservations for service after business hours

Answer Options	Response Frequency	Response Count
No Importance	8.3%	1
Low Importance	8.3%	1
Medium Importance	41.7%	5
High Importance	41.7%	5
<i>answered question</i>		12
<i>skipped question</i>		0

Coordinated Public Transit Planning		
Agency staffing is too small to handle the number and complexity of issues that arise		
Answer Options	Response Frequency	Response Count
No Importance	0.0%	0
Low Importance	18.2%	2
Medium Importance	45.5%	5
High Importance	36.4%	4
<i>answered question</i>		11
<i>skipped question</i>		1

Coordinated Public Transit Planning	
Please use the space below to identify specific needs and / or areas where there are current gaps in service i.e. geographic locations, service hours, etc.	
Answer Options	Response Count
	4
<i>answered question</i>	4
<i>skipped question</i>	8

Number	Response Text
1	Transportation to doctor appointments in Wilmington costs are very high for private paying customers. Car seats are needed for children and more affordable transportation for children. Education about availability transportation is greatly needed.
2	After hours - stops at 5:00 p.m. Difficult to access transportation by individuals especially non-English language barrier. Expensive for low income to use for medical appointments.
3	Large County - Rural - Poverty - Mixed poor public official support and regionalization.
4	Scheduling notice within 48 hours, nights, week-end, and holidays. Service size of county hampers cost efficiencies public awareness and perceptions. NO park and ride.