

## Western North Carolina Regional Transit Plan - Public Survey

The Integrated Mobility Division of NCDOT is developing a transit study to evaluate current transit service in the region with the goal of identifying improvements and enhancing regional connectivity to the overall transit service. This survey will collect your thoughts about the community's mobility needs and expectations for transit service, helping us shape the future of transit. Thanks for your help!

### 1. What is your primary mode of transportation? (Choose one)

- Drive Alone
  - Carpool
  - Public Transportation
  - Taxi, Uber, Lyft, etc.
  - Bicycle
  - Walking
  - Other (please specify below)
- 

### 2. What are your most common destinations? (Choose all that apply)

- Work
  - School
  - Medical Appointments
  - Senior/Community Center
  - Shopping/Errands
  - Personal Appointments
  - Visit Friends/Family
  - Other (please specify below)
- 

### 3. Which public transportation agency have you used? (Choose all that apply)

- Asheville Rides Transit
- Haywood Public Transit
- Mountain Mobility
- WNC Source
- Apple Country Public Transit
- Madison County Transportation

- Authority
- McDowell County Transportation
- Polk County Transportation
- Rutherford County Transportation
- Transylvania Transportation

### 4. How important do you feel public transportation is to your community? (Choose one)

- Very important
- Important
- Not important

### 5. How do you access your local transit service? (Choose all that apply)

- Drive Alone
  - Ride with someone
  - Walk
  - Bike
  - Taxi/Uber/Lyft
  - Other (please explain below)
- 

### 6. What bike and pedestrian improvements are needed that could have a direct impact on the success of current or future transit service?

- More Sidewalks to connect to transit
  - More Bike Facilities to connect to transit
  - Bike Mounts on Transit Vehicles
  - Transfer Facilities
  - Bike and pedestrian improvements would not have a significant impact
  - Other (please explain below)
- 

### 7. If you use a demand response (reservation) public transportation service, how do you schedule your rides? (Choose one)

- Not Applicable
- Call in by phone
- Text Message
- Email

- Family member, caretaker, facility
- staff makes reservation for me

### 8. How would you prefer to schedule rides?

- Not applicable
  - Call in by phone
  - Text message
  - Email
  - Cell Phone App
  - Other (please specify below)
- 

### 9. Do you think there is a need for improved/additional public transportation services in your county?

- Yes
- No
- I am unsure

### 10. What would you like to see improving? (Open question, please specify)

---

---

### 11. How likely are you to use public transportation in the future?

- Very likely
- Likely
- Unsure
- Unlikely
- Very unlikely

### 12. How likely are you to support an increase in public transportation funding?

- Very likely
- Likely
- Unsure
- Unlikely
- Very unlikely

**13. Which of the following would encourage you to use public transportation more frequently in the future?**

- More frequent bus service
- Early morning or evening hours of service
- Weekend service
- Serve more places
- Safety at bus stops
- Safety on buses
- Bus service closer to home
- Service more like Uber/Lyft
- Real time bus information
- Other

**14. Which is more important for your experience:**  
(Choose one)

- More destinations but less often
- Fewer destinations but more often
- I have no preference

**15. When you travel to destinations outside your county, how do you typically travel?** (Choose one)

- I don't travel outside my county
- Drive alone
- Carpool
- Public transportation
- Taxi, Uber, Lyft
- Bicycle
- Walk
- Other

**16. Are you able to travel to destinations outside of your county using public transportation?**  
(Choose one)

- Yes
- No
- Not sure

**17. Please indicate which is more important—serving destinations inside your county or destinations outside your county.**

- Destinations inside county
- Destinations outside county
- I have no preference

**18. Which destinations would you like public transit to serve?** (Open question, please specify)

**19. How often would you use a service that traveled to another county?** (Choose one)

- Daily
- Twice a week
- Once a week
- Twice a month
- Once a month
- Other (specify)

**20. Do you have access to a personal vehicle?**  
(Choose one)

- Yes
- No
- I share a vehicle with a member of my household

**21. I reside in \_\_\_\_\_ County** (Choose one)

- Buncombe
- Haywood
- Henderson
- Madison
- McDowell
- Polk
- Rutherford
- Transylvania
- Others

**22. Gender** (Choose one):

- Man
- Woman
- Non-binary
- Prefer not to answer

**23. My age is** (choose one):

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-75
- 75 or older
- Prefer not to answer

**24. What race or ethnicity describes you** (choose one):

- White/Caucasian
- Hispanic
- Black/African American
- Asian
- American Indian/Alaska Native
- Native Hawaiian/ Pacific Islander
- Multiple ethnicities (please specify)
- Prefer not to answer

**25. My total household income for 2022 was**  
(choose one):

- Less than 20,000
- 20,000-29,000
- 30,000-39,000
- 40,000-49,000
- 50,000-74,999
- 75,000 or more
- Prefer not to answer