



TRIANGLE REGIONAL TRANSIT SURVEY

Regional Partner Interagency Briefing



March 12, 2024

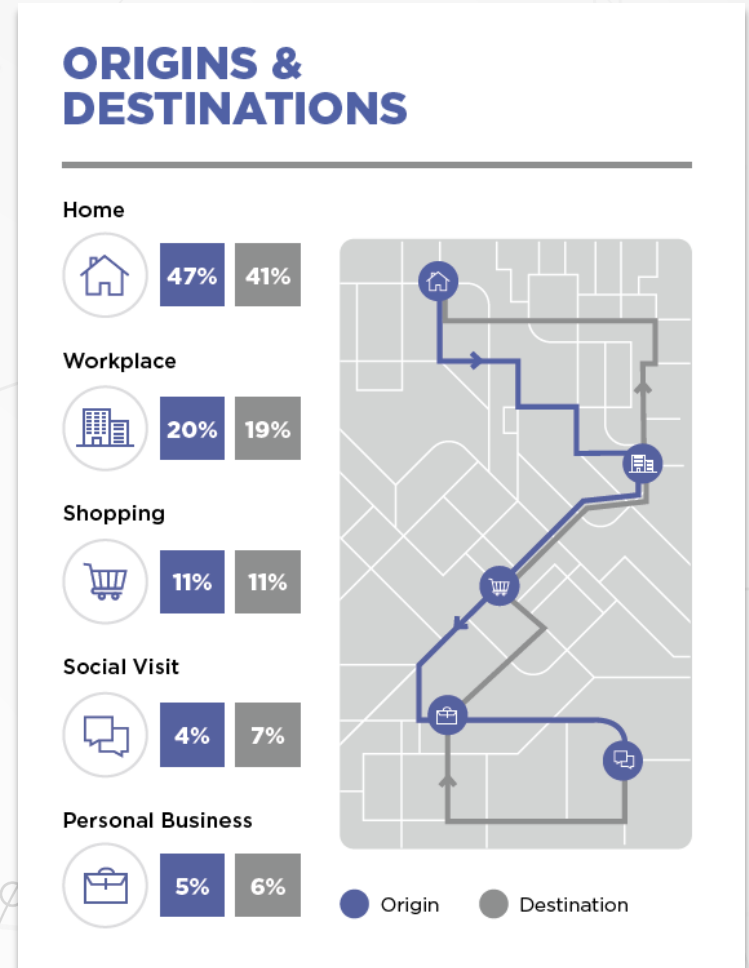
Briefing Overview

- Survey Highlights (20 min)
- Dashboard (5 min)

Differences between Regional Surveys

- Origin-Destination (OD) Survey – *typically every five years*
 - Records detailed characteristics of individual trips
 - Geocodes rider and trip information
 - Reflects representative random sample
- Customer Satisfaction Survey (CPS) - *typically annual*
 - Collects user perspectives on safety, driver courtesy, bus stops, amenities and service (such as frequency).

• **Both surveys collect demographic information and other rider characteristics**



All Systems OD Survey Highlights



SURVEY

October 2 - November 30, 2023



9,892 surveys
completed



9 transit
agencies



15% of
riders surveyed



112 routes
surveyed



Met or exceeded sampling targets for select
agency routes – **AVERAGE OF 121%**

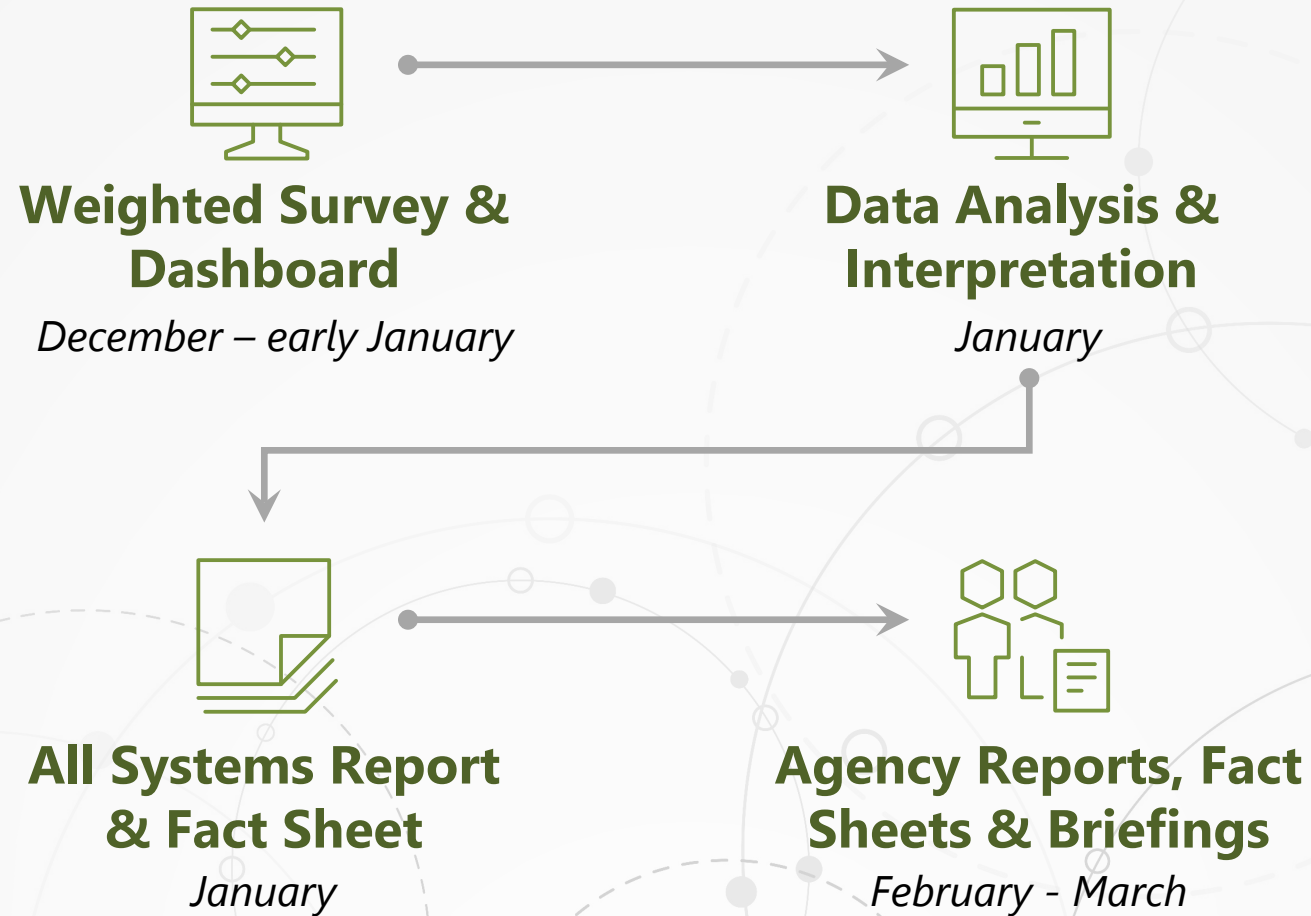


Participation
Rate – **70%**

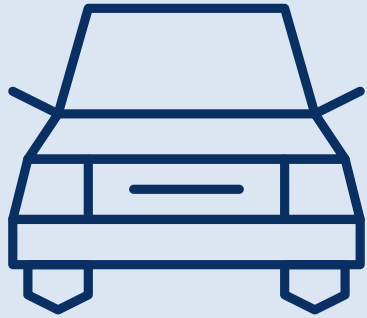


On to off (O2O) surveys on over **40 ROUTES**
with additional data used for weighting/expansion

All Systems Survey Process

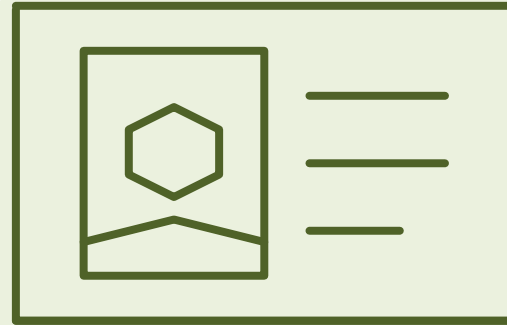


All Systems Survey Highlights



27%

Own a car which they
could have used to
complete this trip



42%

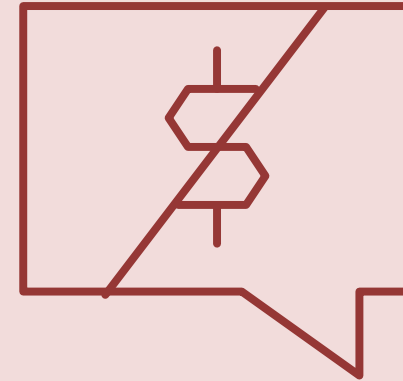
Without a driver's
license

All Systems Survey Highlights



34%

Household income
less than \$25,000



30%

Refused to disclose
their income

All Systems Survey Highlights



63% Between 18-34
years old



43% African American
riders

30% White
riders

All Systems Survey Highlights

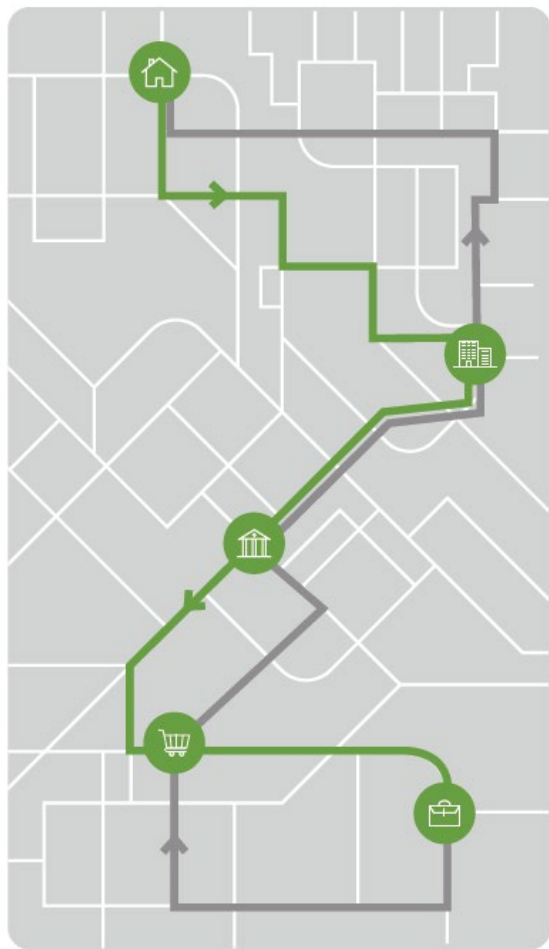


47%

Home as origin

40%

Home as destination



15%

Work as origin

16%

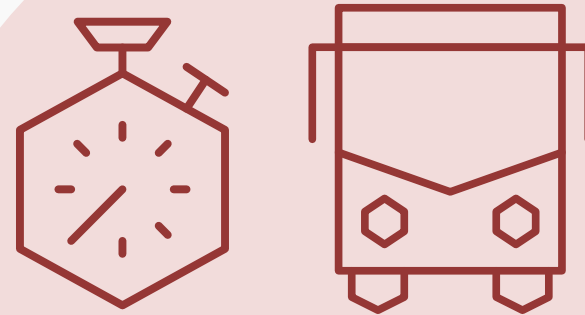
Work as destination

All Systems Survey Highlights



Over 90%

Walk to cover the distance
between the bus stop and
origin/destination

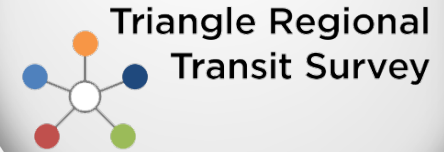


Over 70%

Cover the origin/destination
to bus stop distance
between 1 to 5 minutes

Total Survey Collection

Survey Collection Summary by System:



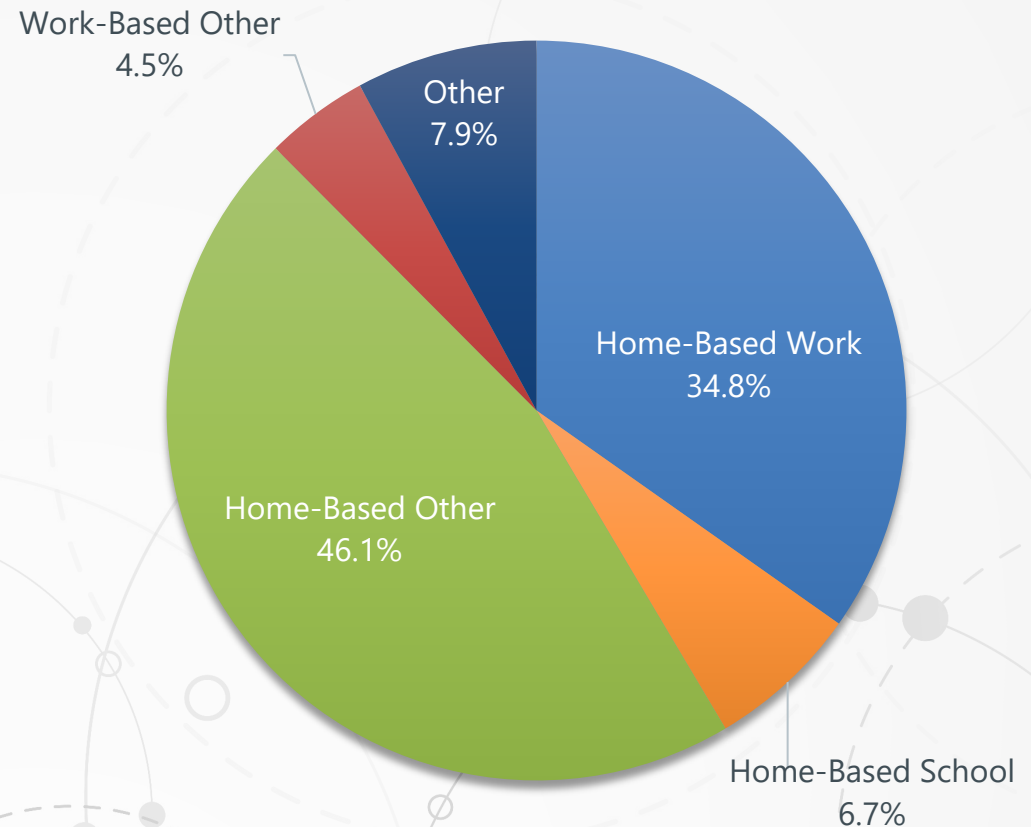
<i>Agencies</i>	<i>Surveys Collected</i>	<i>Collection Goal</i>	<i>Completion Percentage</i>
GoDurham	2819	2483	114%
Chapel Hill Transit	1669	1181	141%
OCTS	22	27	83%
GoTriangle	1352	1173	115%
PART	22	12	178%

GoDurham Survey Findings

Trip Purpose

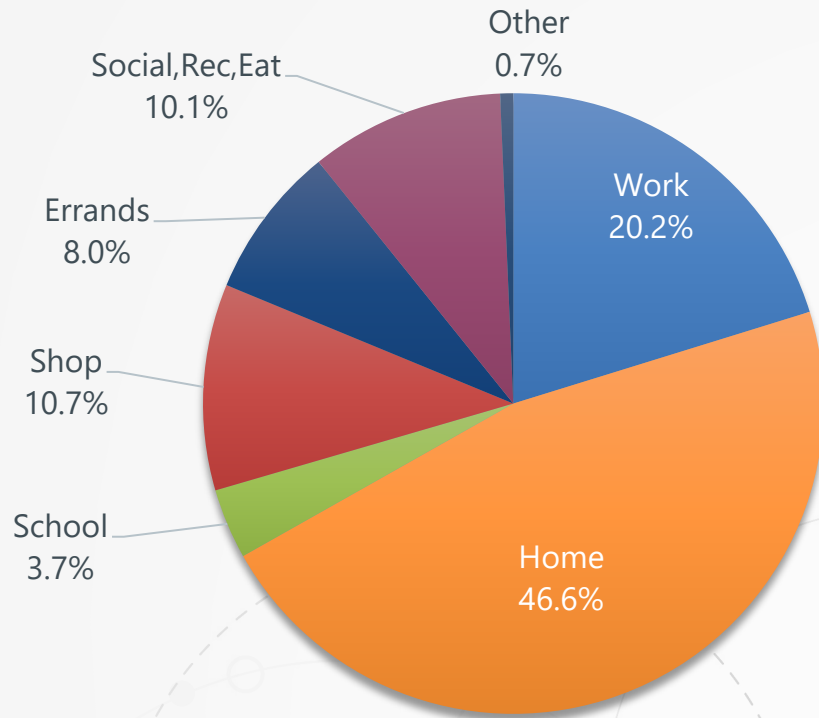
46%
of trips are
Home-Based Other* trips

**Other includes any non-home/work/school trip: shopping, running errands (such as medical/hospital services, personal business), trip to Hotel Convention Center, Restaurant/dining, Recreational, Social visits, etc.*

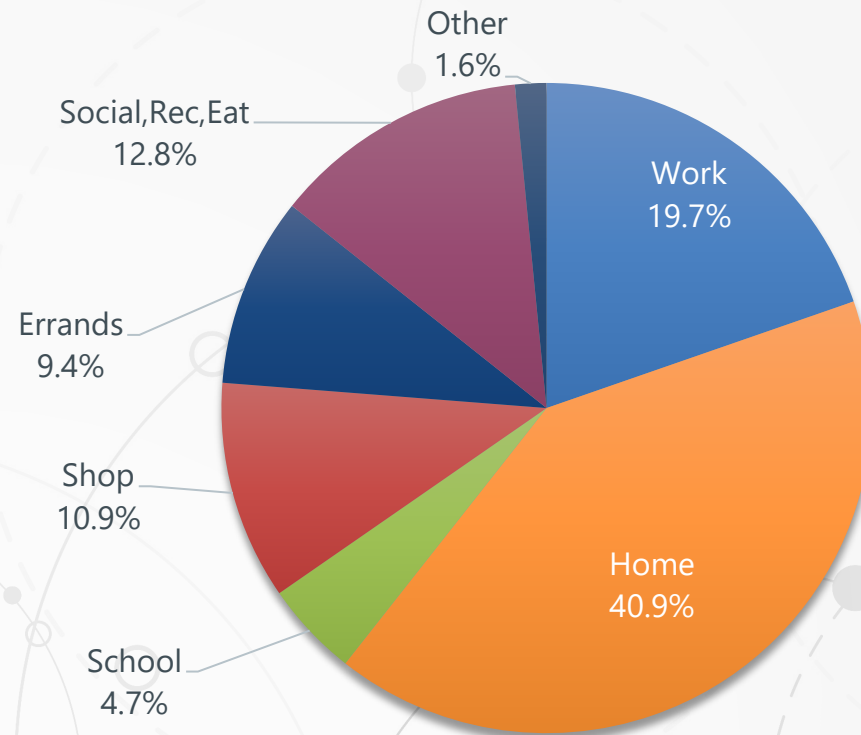


Origin & Destination Place Type

Largest share of riders travel between work and home



Origin Place Type



Destination Place Type

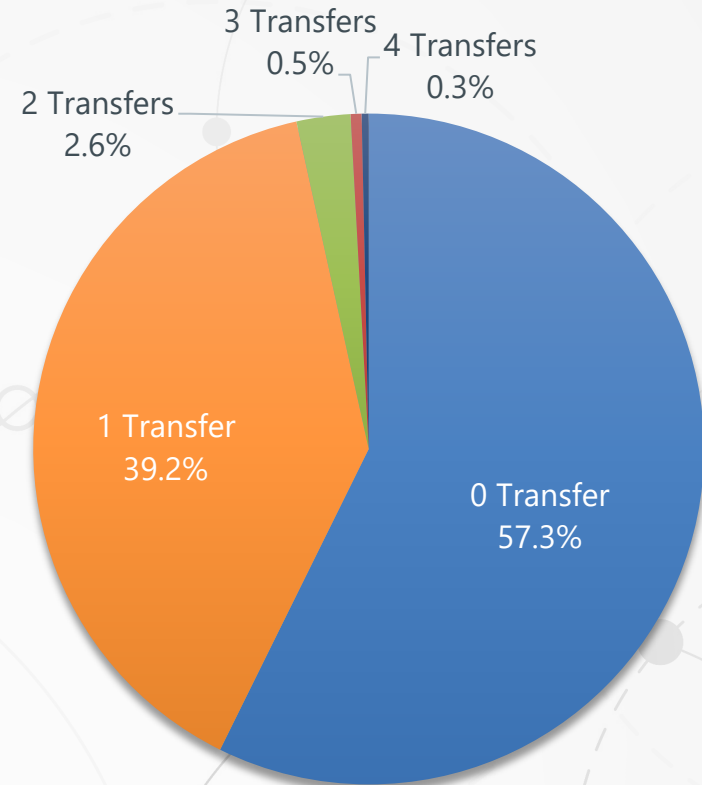
System Transfers

90% of first transfers made to other
GoDurham Routes

10% made to GoTriangle Routes

83% of two transfers made to either
GoDurham or GoTriangle Routes

The rest were made to **GoRaleigh and
Chapel Hill Transit routes**

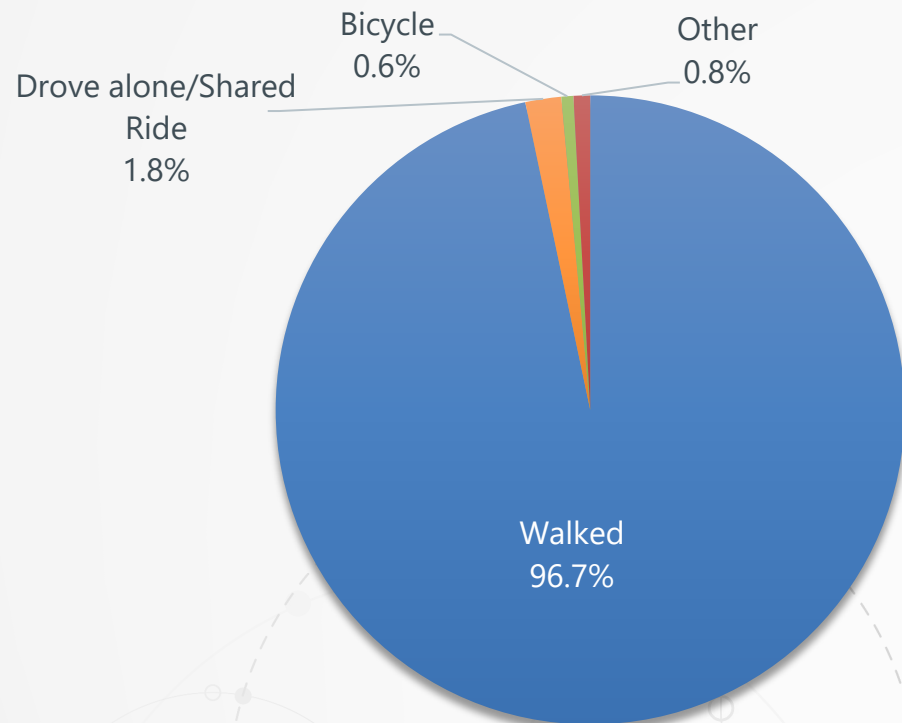


Total number of in-system transfers

Getting to the Bus

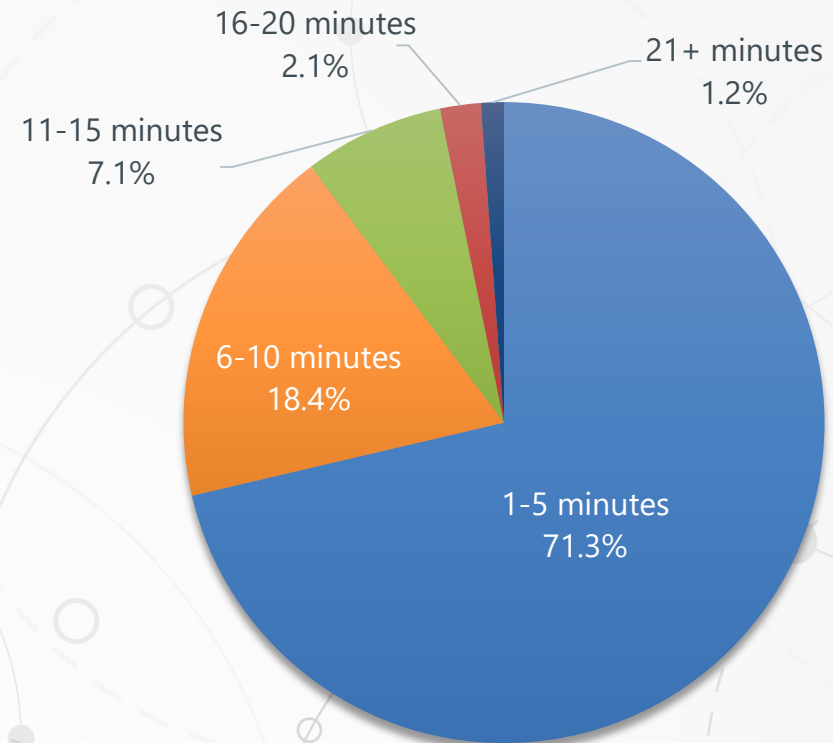
Mode of Transportation & Time Taken

Majority of the riders walked to the bus stop
(Other includes scooter, Uber/Lyft/taxi, or other mode)



Mode of Transportation - Origin

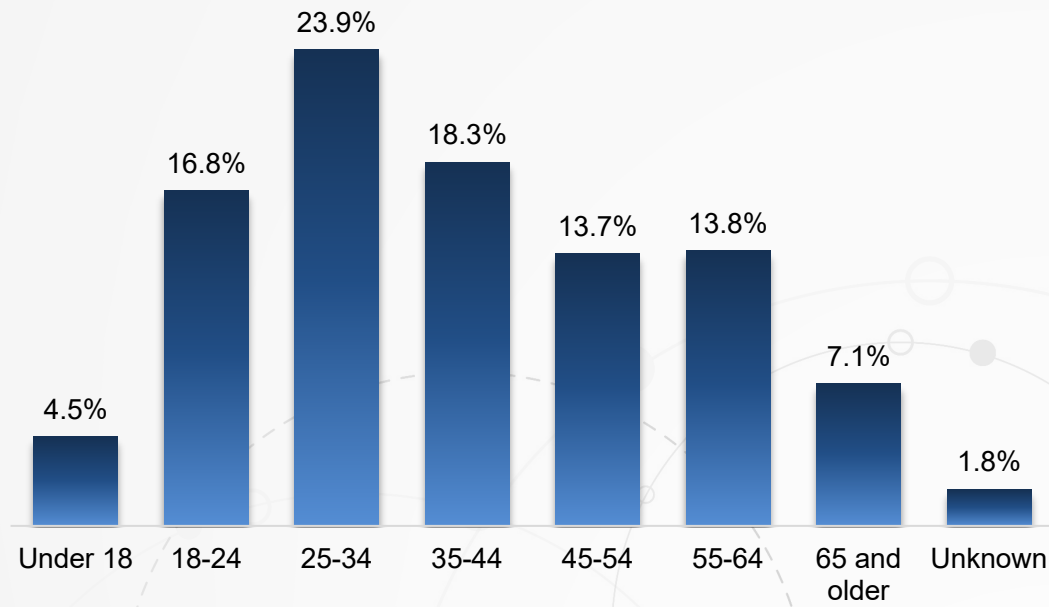
Majority of the riders took 1-5 minutes to reach the bus stop from their origin



Time taken to reach the bus stop from origin

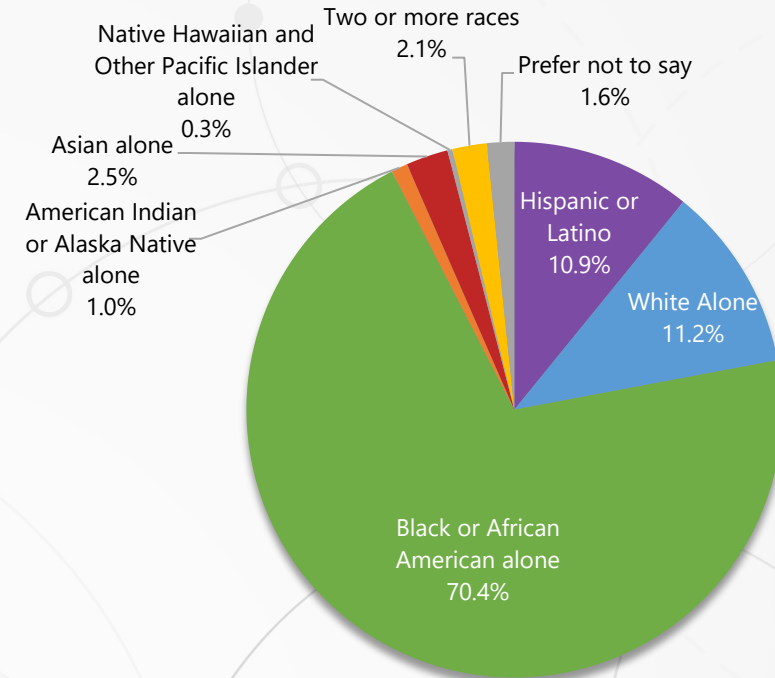
Age / Race and Ethnicity

Largest share of riders are between
25 and 34 years old (23.9%)



Age

Largest share of riders identified
as African American (70.4%)

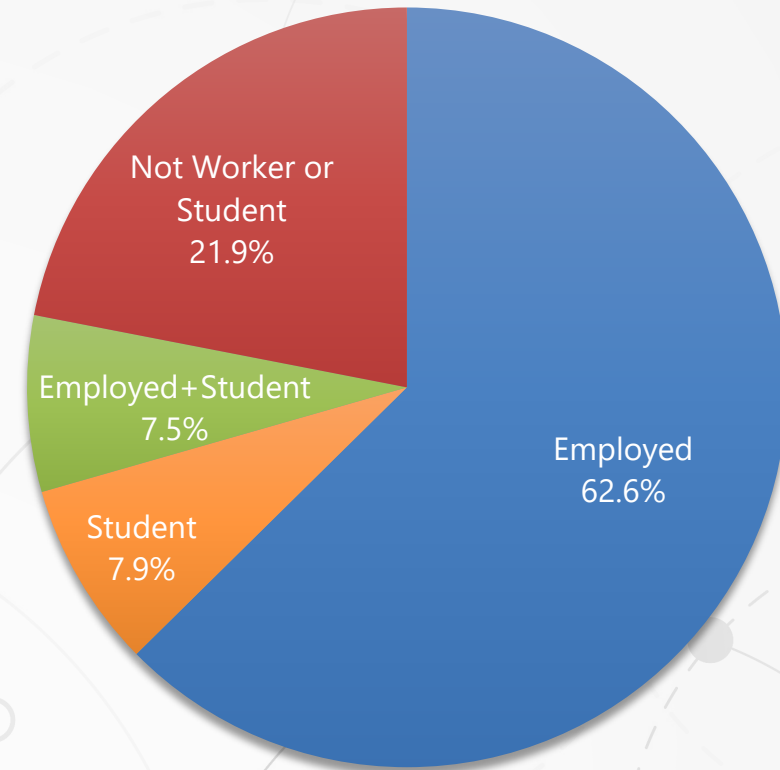


Race and Ethnicity

Employment Status

Majority of the riders are employed

**15.4% of riders are students
(including both employed and unemployed)**



Combined Employment-Student Status

Household Income and Vehicle Ownership

Most riders are from
low-income households

Many riders are dependent
on transit



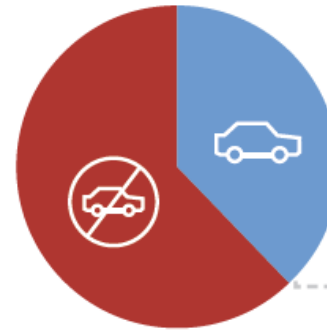
31% of all riders have a valid drivers license



39% of all riders earn less than \$25,000

62%

live in a household with no vehicle



38%

live in a household with one or more vehicles

within that 38% we asked...

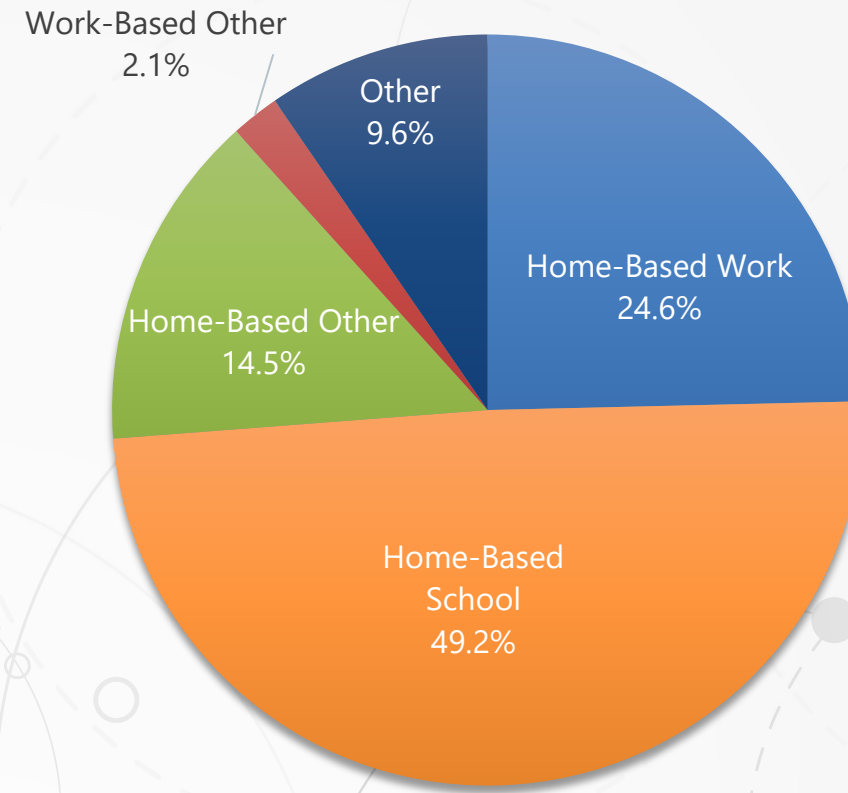
Could you have used one of these vehicles to complete this trip?

Yes **36%** No **64%**

Chapel Hill Transit Survey Findings

Trip Purpose

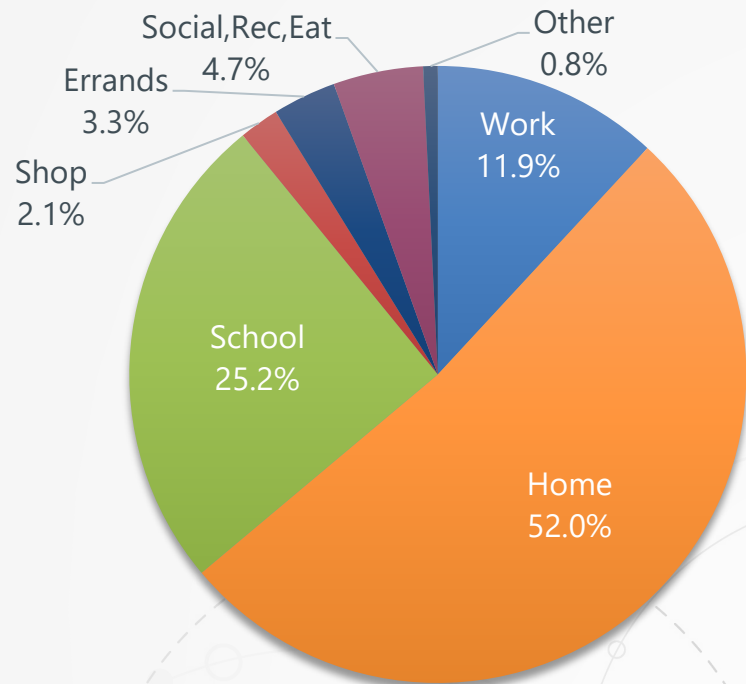
50%
of trips are
Home-Based School trips



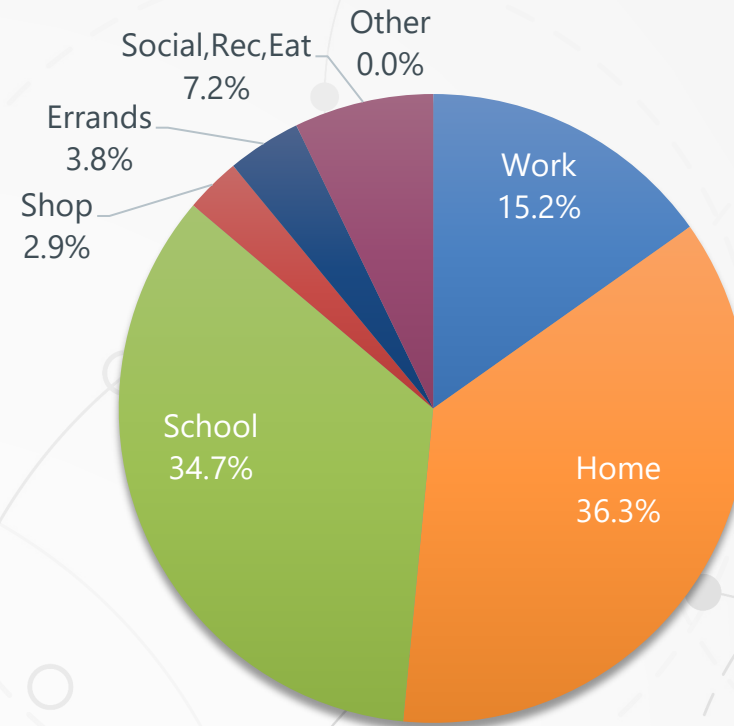
Other includes any non-home/work/school trip: shopping, running errands (such as medical/hospital services, personal business), trip to Hotel Convention Center, Restaurant/dining, Recreational, Social visits, etc.

Origin & Destination Place Type

Largest share of riders travel between work and home



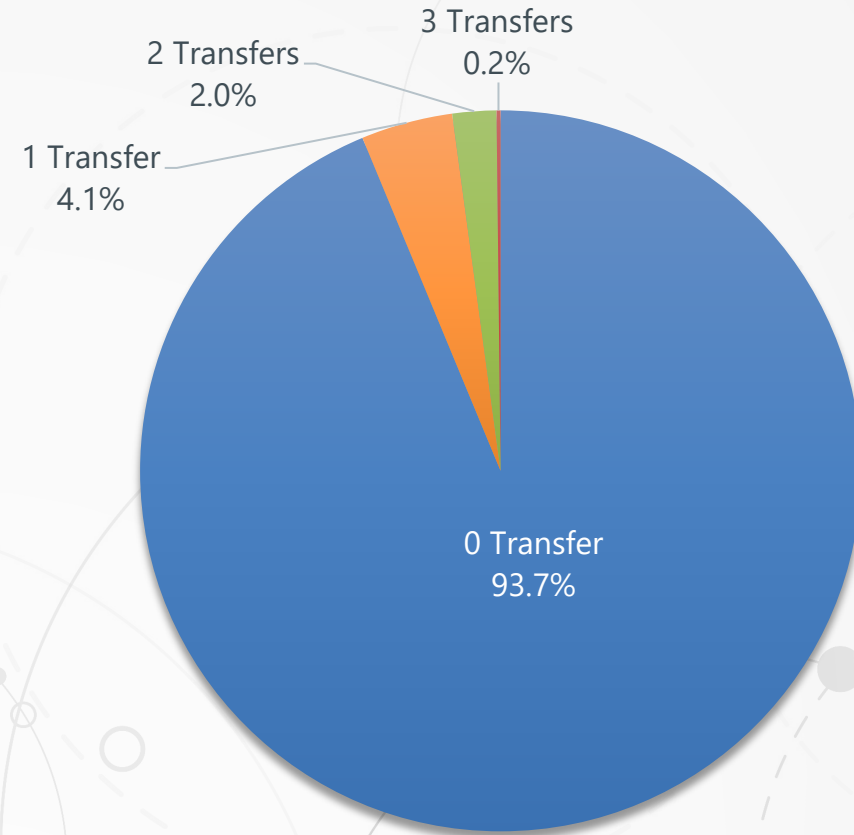
Origin Place Type



Destination Place Type

System Transfers

79% of first transfers made to other Chapel Hill Transit Routes
21% made to GoTriangle Routes

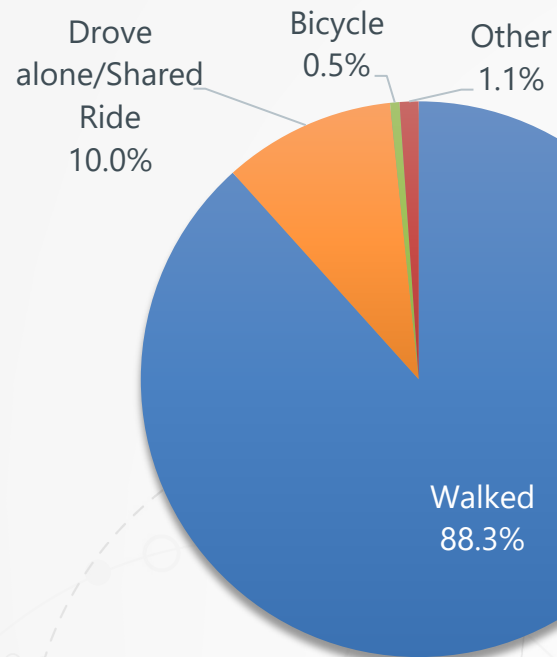


Total number of in-system transfers

Getting to the Bus

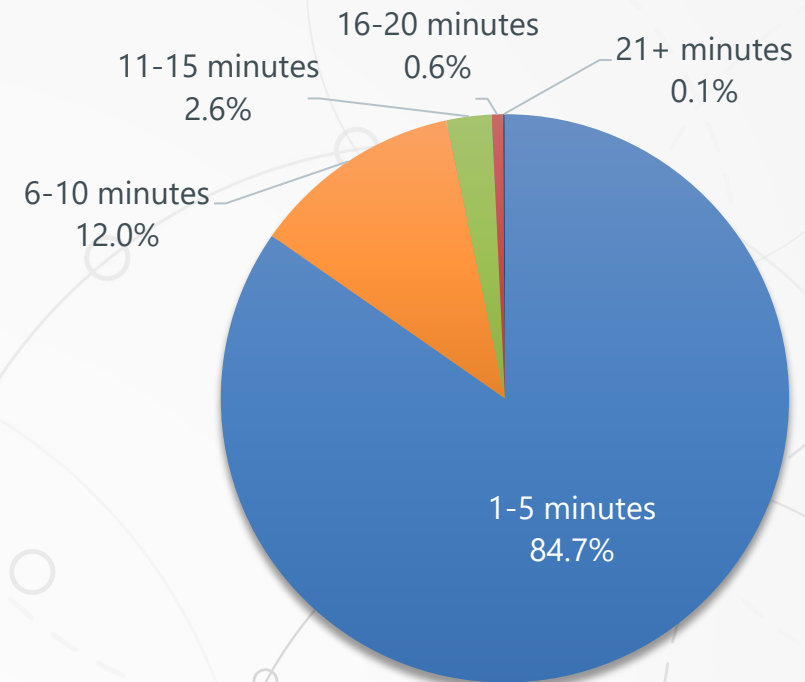
Mode of Transportation & Time Taken

Majority of the riders walked to the bus stop
(Other includes scooter, Uber/Lyft/taxi, or other mode)



Mode of Transportation - Origin

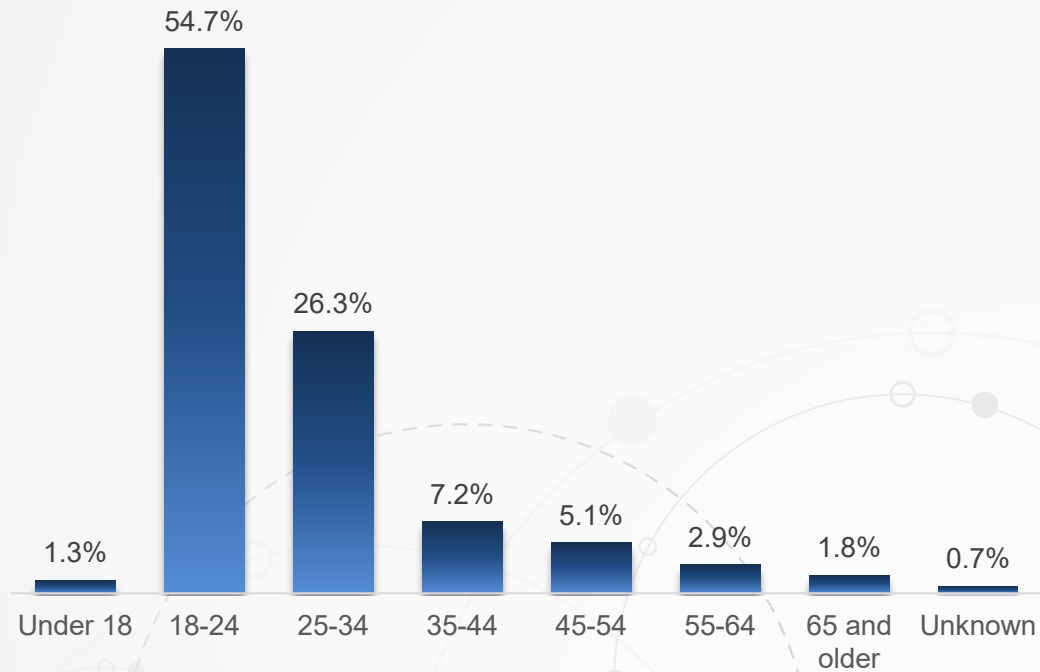
Majority of the riders took 1-5 minutes to reach the bus stop from their origin



Time taken to reach the bus stop from origin

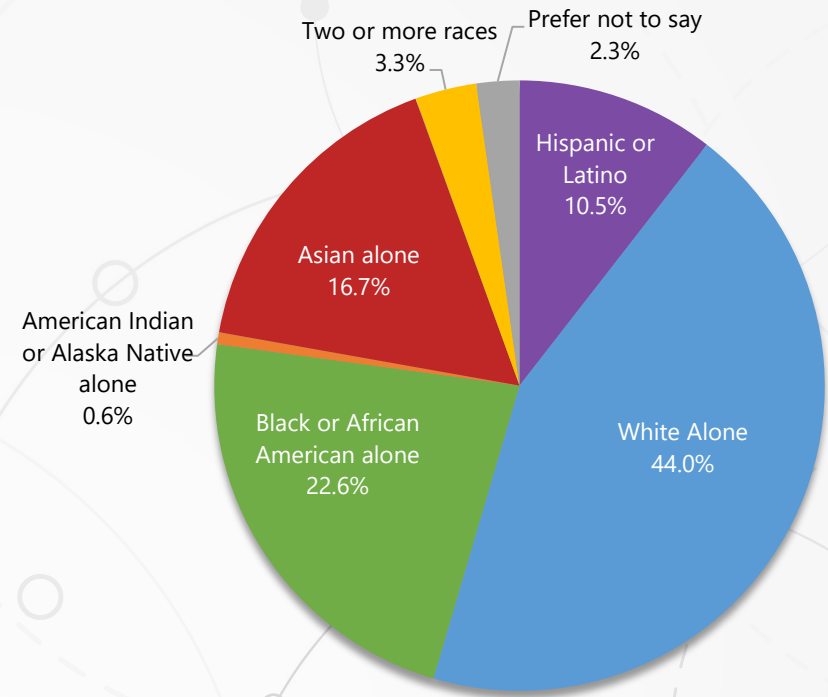
Age / Race and Ethnicity

Largest share of riders are between 18 and 24 years old (54.7%)



Age

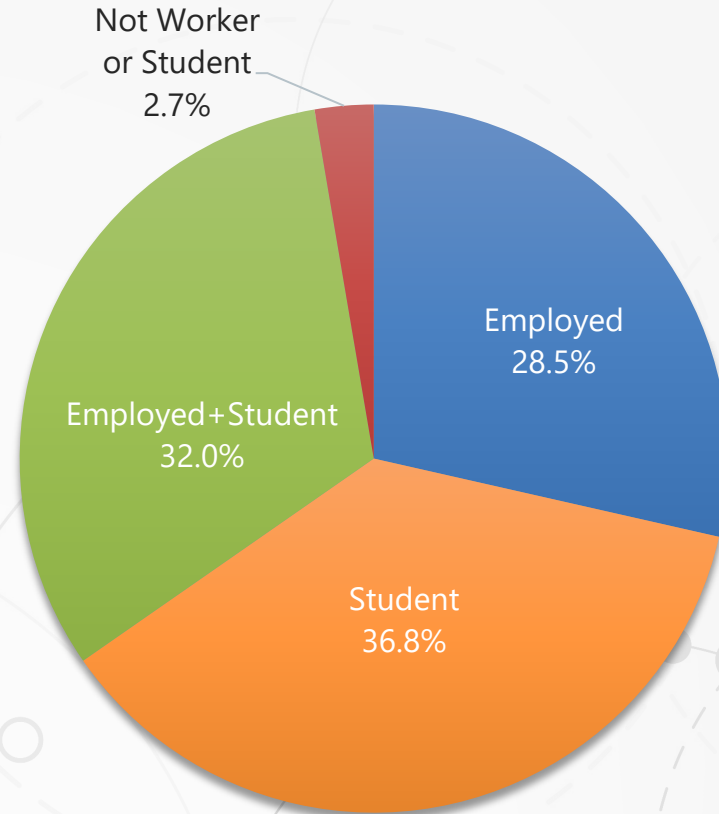
Largest share of riders identified as White (44%)



Race and Ethnicity

Employment Status

68.8%
of the riders are students
(including both employed and unemployed)



Combined Employment-Student Status

Household Income and Vehicle Ownership

Most riders are from
low-income households

Many riders are dependent
on transit

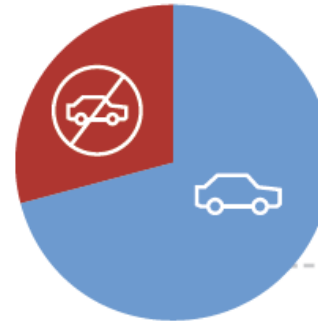


78% of all riders have a valid drivers license



33% of all riders earn less than \$25,000

29% live in a household with no vehicle



71% live in a household with one or more vehicles

within that 71% we asked...

Could you have used one of these vehicles to complete this trip?

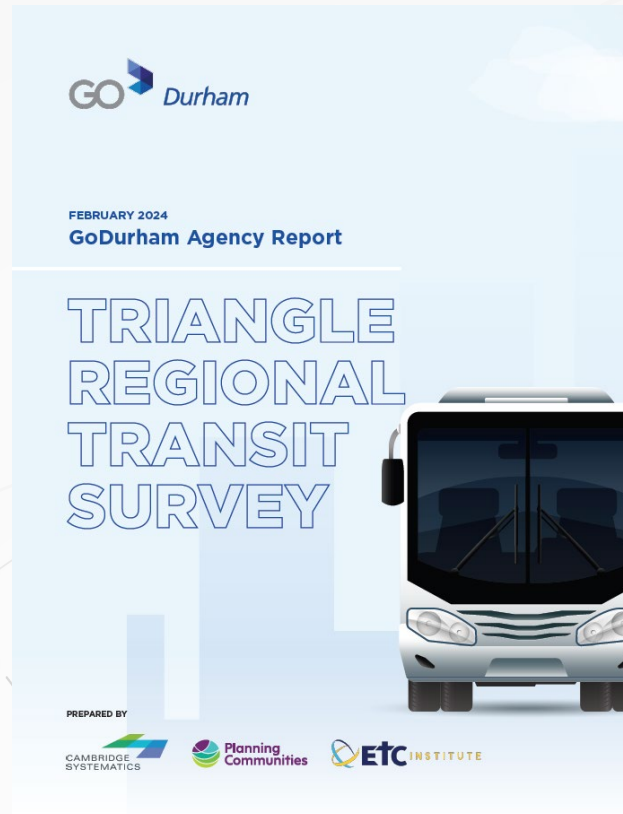
Yes **52%** No **48%**

Deliverables Snapshot

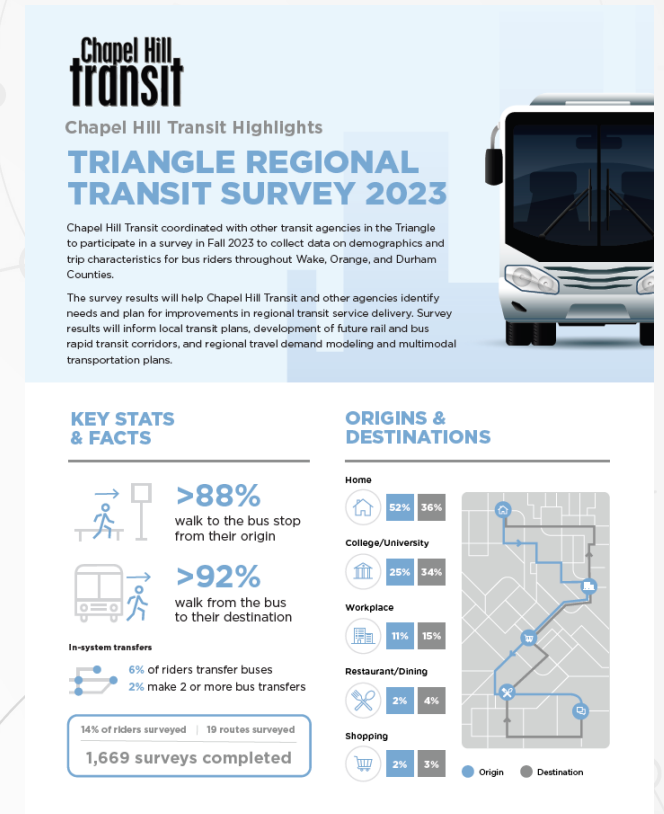
All Systems Report



*Agency Reports

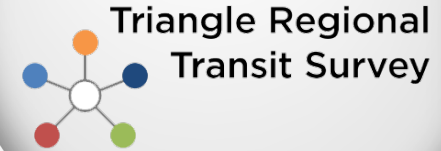


Agency Fact Sheets



*Orange County Transit and Piedmont Authority for Regional Transportation received Memos

Dashboard



<https://etcinstitute.com/triangle-wake-county-nc-transit-portal/>

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Origin-Destination Interviews Report Boarding to Alighting Counts Summary

Origin-Destination Interviews Report

Direction Finder 2.0

HOMEPAGE

MAPPING ORIGIN-DESTINATION

MAPPING BOARDING-ALIGHTING

TREND DATA NEXT SURVEY

MAPPING RESULTS

GO Raleigh
GO Triangle
GO Cary
GO Durham
Chapel Hill transit

Triangle Regional Public Transportation
Transit On-Board Survey

Microsoft Power BI Pages

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Boarding to Alighting Counts Summary

Phone: 913.254.4584 info@etcinstitute.com www.etcinstitute.com WakeCounty Transportation Web

Counts Miles Boarding Alighting Trips Chord Sankey Maps

Ride Time of Route Table

Route Name	Count of Route Name	Average of Travel Minutes
1 Capital Blvd	555	19.82
1: Northgate - N. Poite - Guess Rd	240	18.23
10 Longview	14	11.70
10: Chpl Hill Rd - S. Square - New Hope	392	55.04
10B: Chpl Hill Rd - S. Square - Shannon	98	15.86
11 Avent Ferry	59	14.00
11: W. Main - Duke/VA - Hillsborough	56	18.91
11B: W. Main - Duke/VA - Constitution	259	16.12
12: E. Main St - NCCU - Southpoint	509	28.77
12B: NCCU - NC 54 / 55 - Durham Station	117	23.44
13 Chavis Heights	12	7.49
15 WakeMed	561	18.12
16 Oberlin	13	22.75
17 Rock Quarry	71	18.52
18 Poole-Barwell	40	18.89
19 Apollo Heights	180	14.65
2 Falls of Neuse	100	20.80
20A Garner	115	15.41
20B Garner	45	16.64
21 Caraleigh	216	14.20
Total	12555	17.36

Ride Time of Route

Direction: All County: All Trip Type: All

Count of Route Name (Bar Chart) Average of Travel Minutes (Dot Plot)

Route Name

Microsoft Power BI 1 of 8

Triangle Regional Transit Survey Contact Information

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