



# TRIANGLE REGIONAL TRANSIT SURVEY

*Regional Partner Interagency Briefing*



March 26, 2024

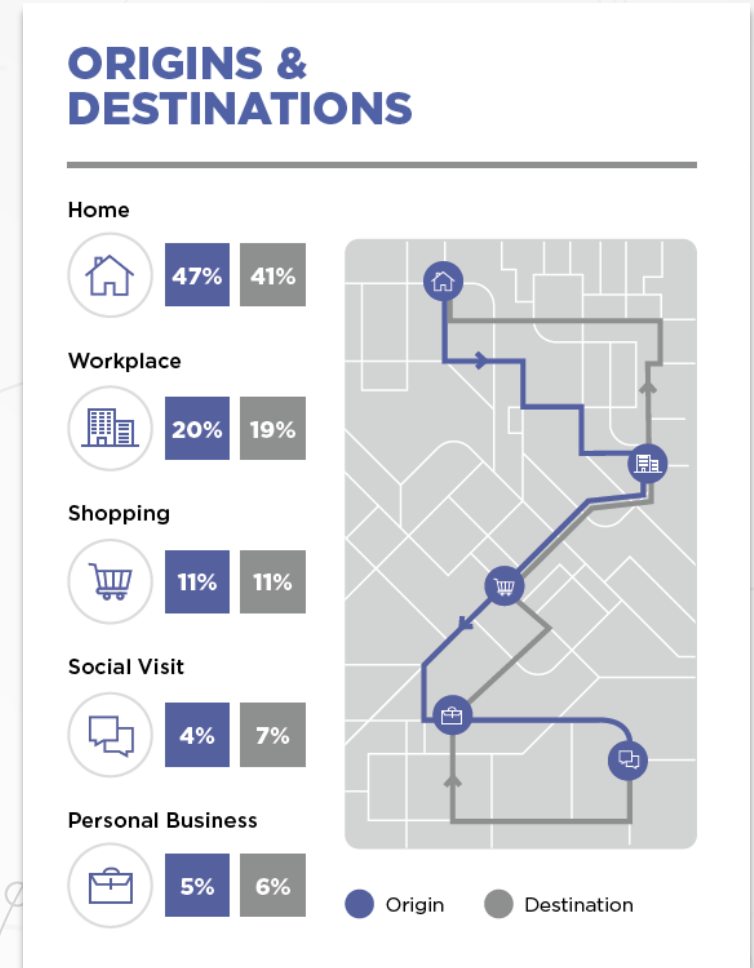
# Briefing Overview

- Survey Highlights (10 min)
- Questions (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%**

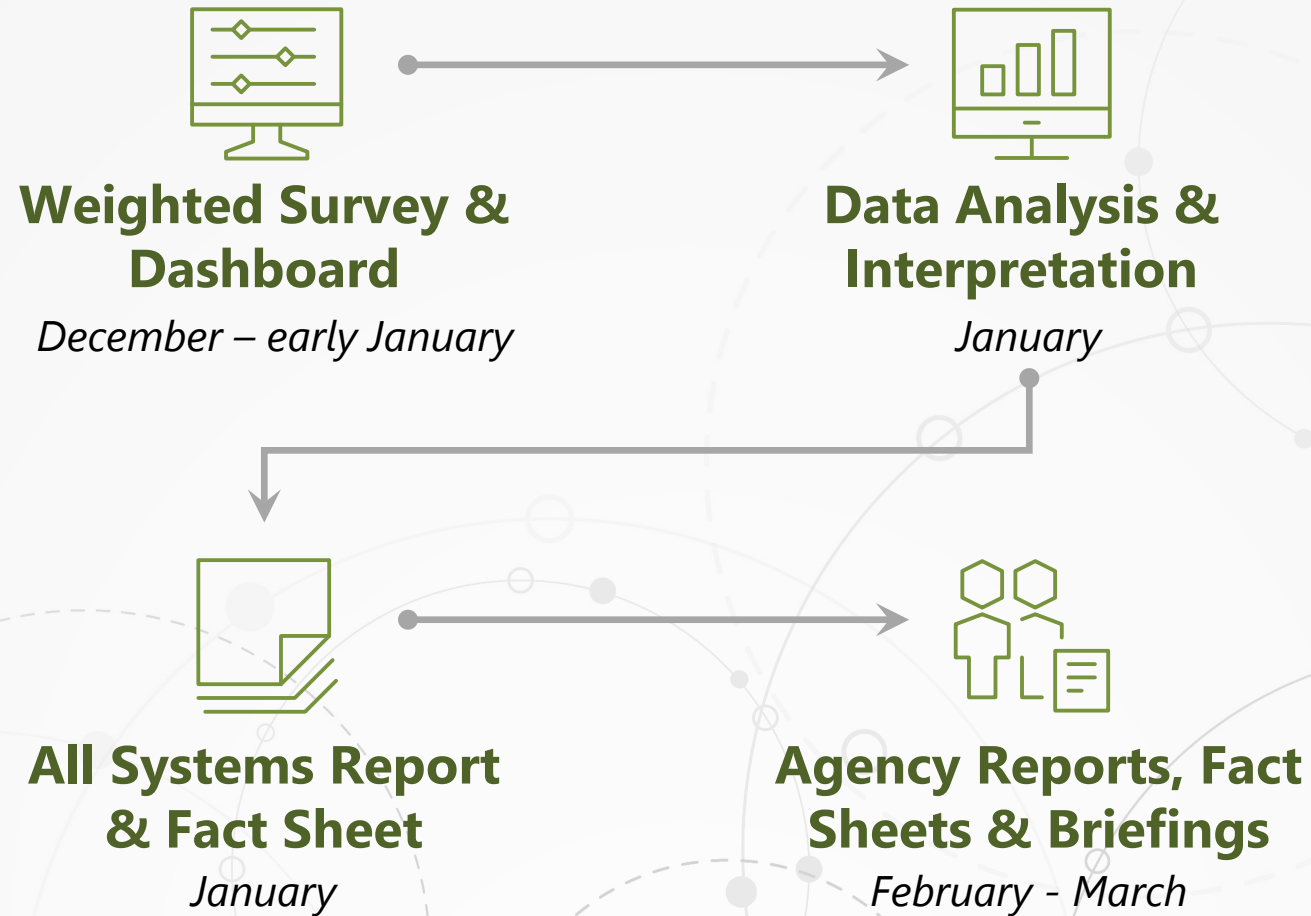


Participation  
Rate – **70%**

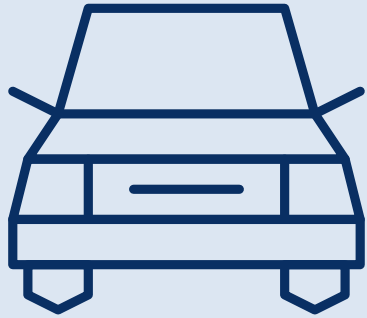


**On to off (O2O) surveys** on over **40 ROUTES**  
with additional data used for weighting/expansion

# All Systems Survey Process

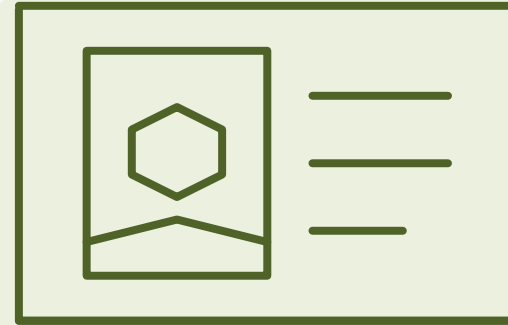


# All Systems Survey Highlights



**27%**

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



**42%**

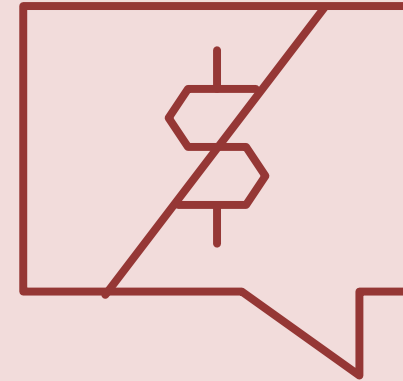
Without a driver's  
license

# 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



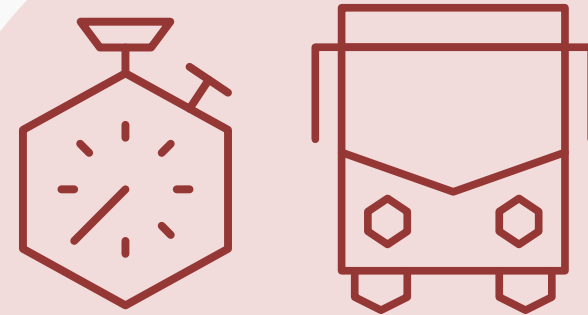


# All Systems Survey Highlights



**Over 90%**

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

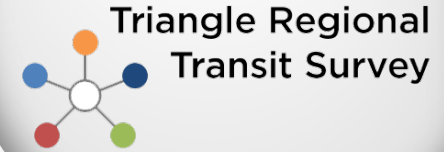


**Over 70%**

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>
<b>GoDurham</b>	<b>2819</b>	<b>2483</b>	<b>114%</b>
<b>Chapel Hill Transit</b>	<b>1669</b>	<b>1181</b>	<b>141%</b>
<b>OCTS</b>	<b>22</b>	<b>27</b>	<b>83%</b>
<b>GoTriangle</b>	<b>1352</b>	<b>1173</b>	<b>115%</b>
<b>*PART</b>	<b>22</b>	<b>12</b>	<b>178%</b>

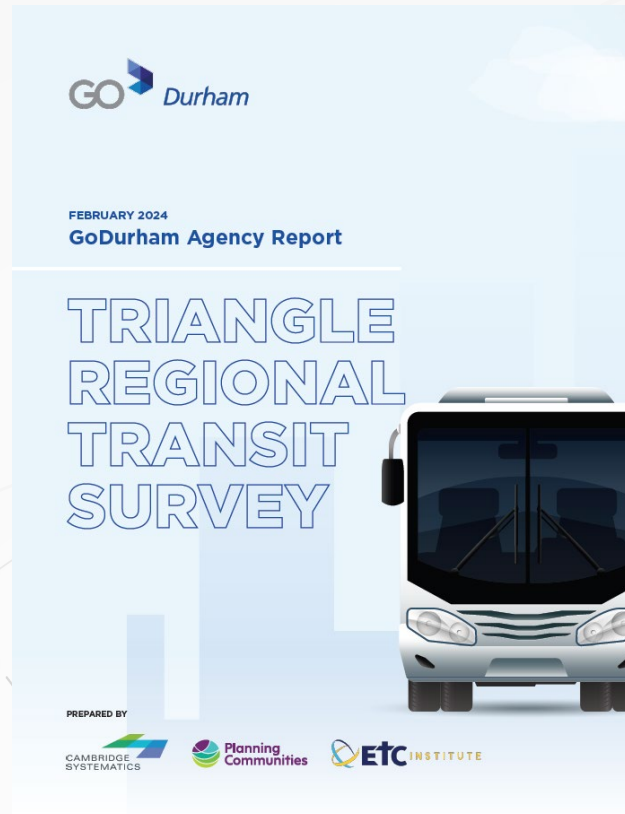
\*Piedmont Authority for Regional Transportation

# Deliverables Snapshot

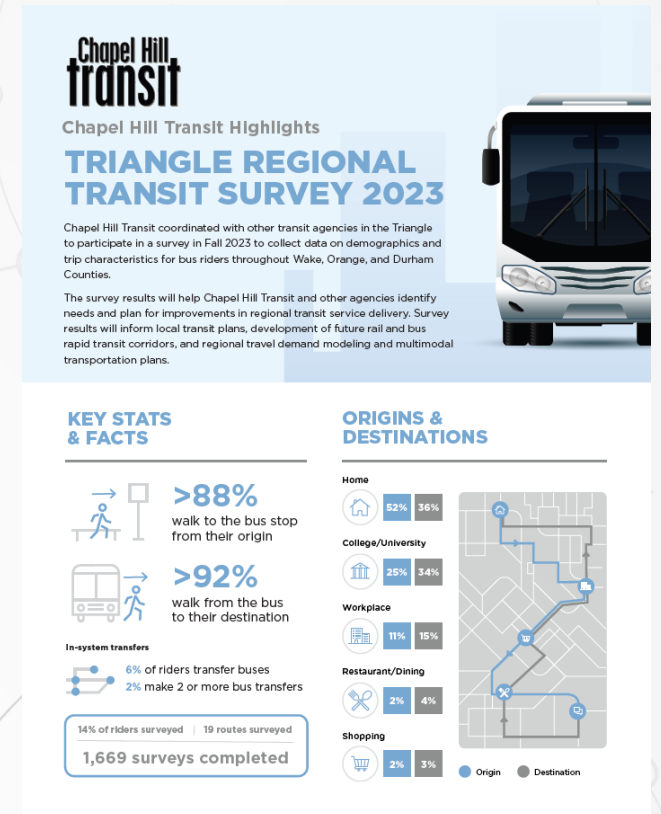
## All Systems Report



## \*Agency Reports

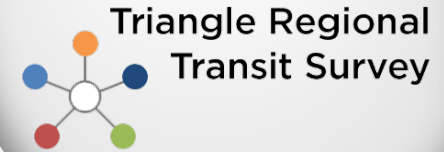


## Agency Fact Sheets



\*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
<b>Total</b>	<b>12555</b>	<b>17.36</b>

### Ride Time of Route

Direction: All County: All Trip Type: All

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

Microsoft Power BI 1 of 8

# Triangle Regional Transit Survey Contact Information

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