

Link Transit Five-Year Transit Development Plan and Transit Facility Study

Phase 2 Public Survey Results

May 28, 2025



SURVEY OVERVIEW

As a part of the Five-Year Transit Development Plan and Transit Facility Study, the following online survey was **distributed to stakeholders and community members** in Link Transit's service area.

The survey contains **30 questions** related to **transit service, facilities, and demographics**.



115

Total Responses



Jan 7, 2025-
May 28, 2025
Survey Period

Link • TRANSIT

We're investing in Link Transit to make your transit experience better.
We have some new ideas and want your feedback!

Service Recommendations

Link transit is currently developing a Transit Plan. The plan is looking at the entire system to see how service could be improved. The project team looked at where buses go, how many people use each stop, and how we could make service more convenient and reliable.

Question 1: Do you use Link Transit?

- ☐ Yes
- ☐ No (skip to question 4)

The following questions are only for those who answered "Yes" to question 1:

Question 2: What Route(s) do you use? Select all that apply

- ☐ Red Route 1
- ☐ Orange Route 2
- ☐ Blue Route 3
- ☐ Green Route 4
- ☐ Purple Route 5
- ☐ Link Paratransit

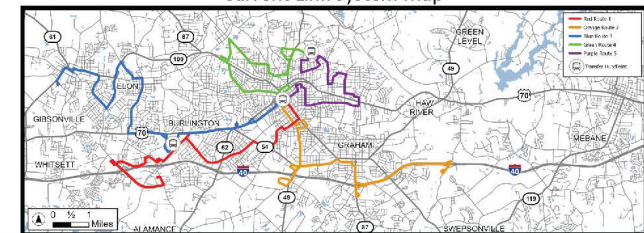
Question 3: How often do you use Link Transit?

- ☐ Every day
- ☐ Multiple times a week
- ☐ Once a week
- ☐ A couple times a month
- ☐ A few times a year

We are proposing some route adjustments, new routes, and service frequency changes to improve our system.

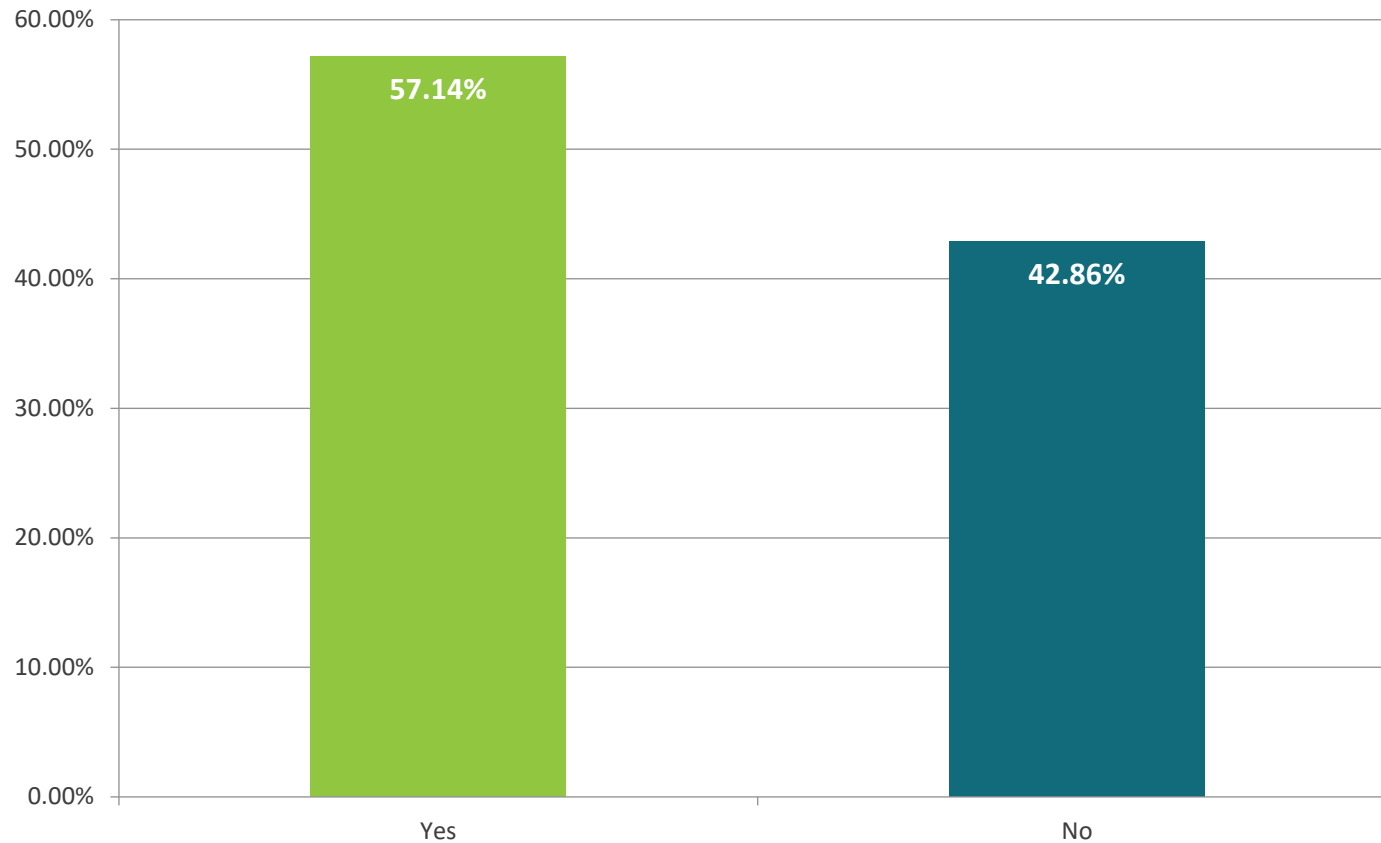
Please reference the board and the recommendations handouts for specifics on each of the route changes and feel free to ask us any questions that you have!

Current Link System Map



SURVEY QUESTION 1

Do you use Link Transit?

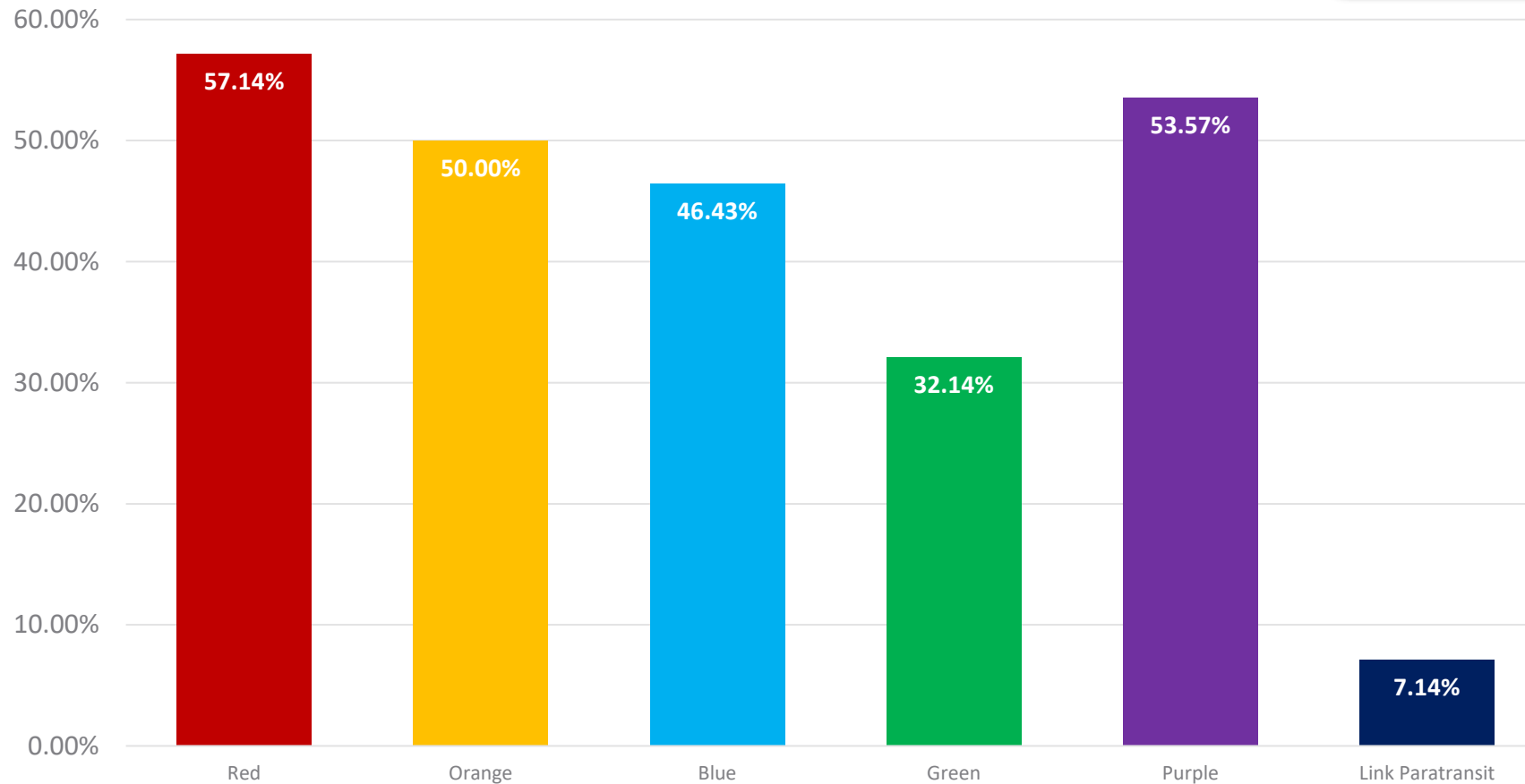


Survey respondents who answered **no** were prompted to skip to question 4 about how the changes would affect their ridership.

SURVEY QUESTION 2

Which route(s) do you use?

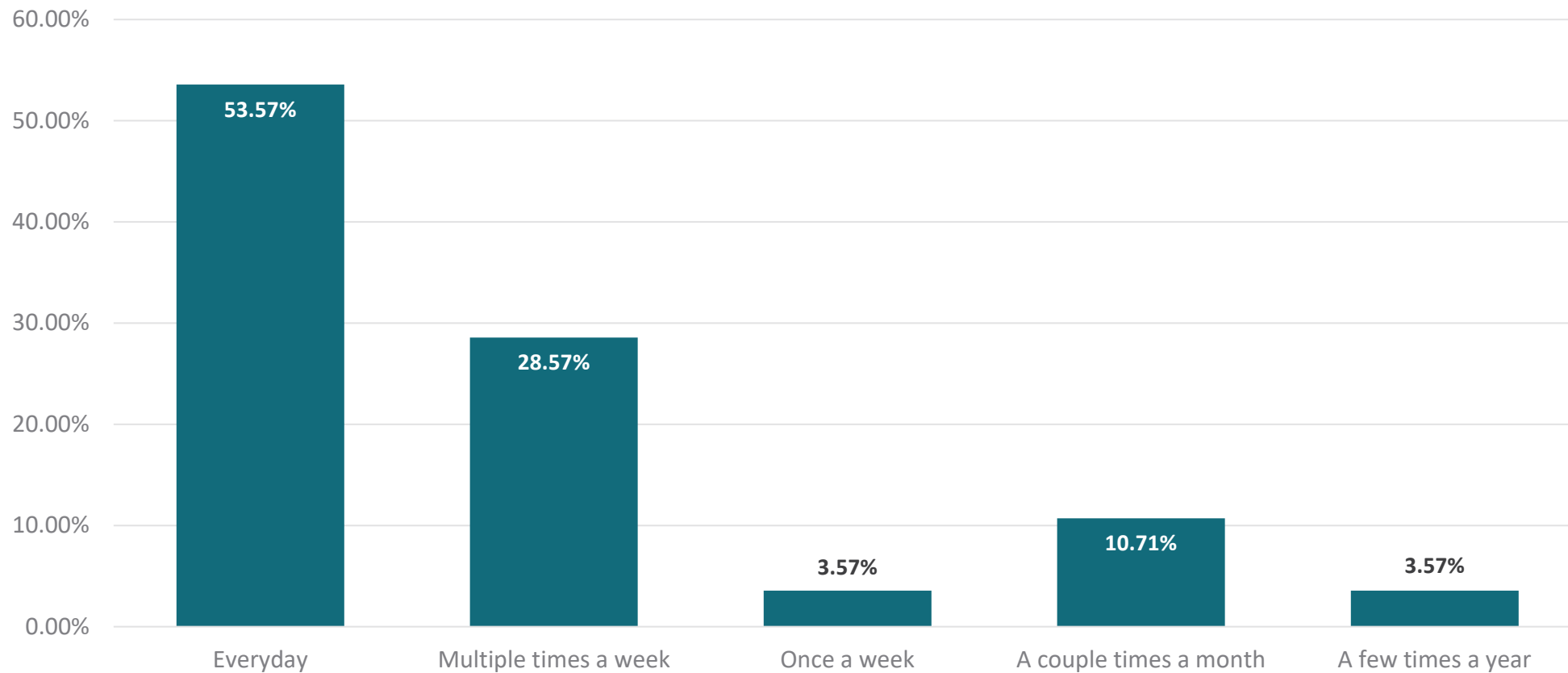
Ridership is fairly evenly distributed with some exception in the green route.



SURVEY QUESTION 3

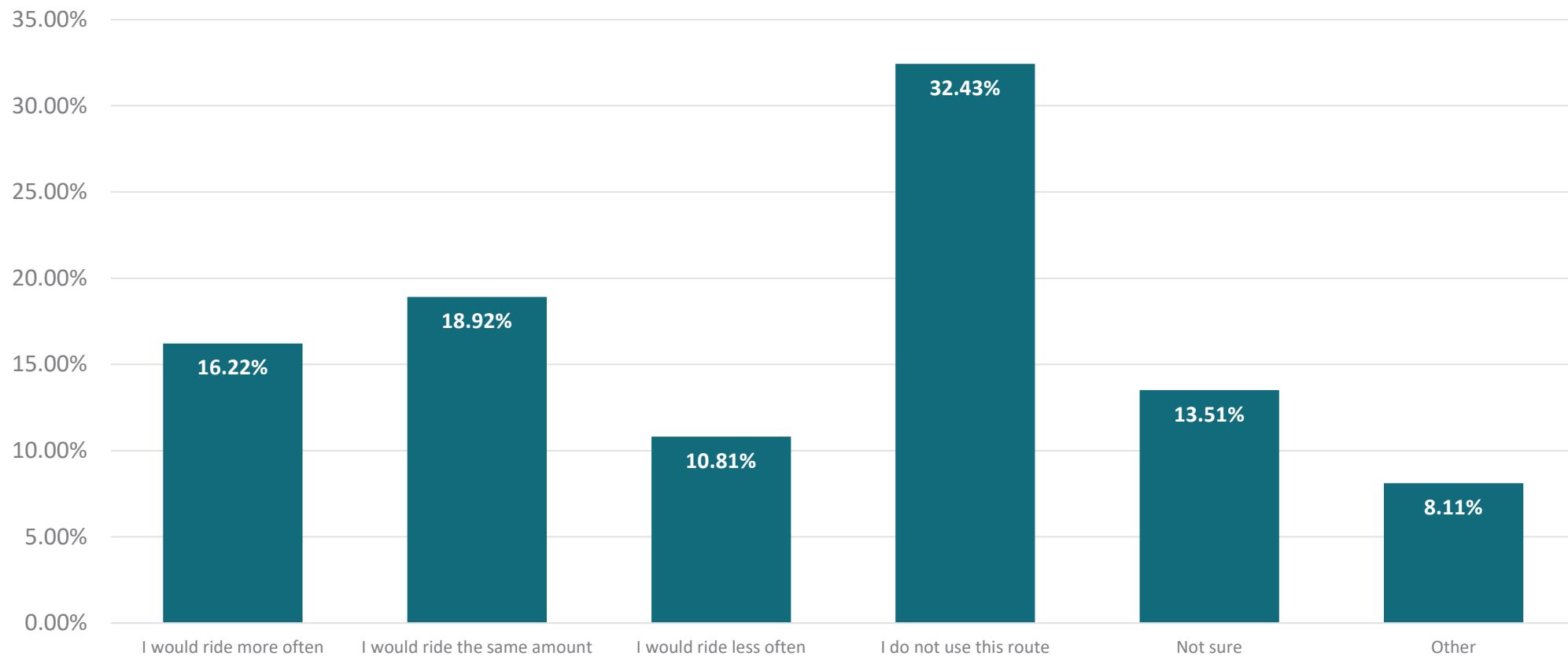
How often do you use Link Transit?

Of the respondents who indicated they used Link Transit, most ride very frequently.



SURVEY QUESTION 4

How would the proposed service changes to Red Route 1 affect you and your ability to get around using Link Transit?



SURVEY QUESTION 5

What, if anything, would make the Red Route 1 concept better?

- Route should go down Tucker Street, Hildale Apartments, Alamance Foods
- More frequent access to medical facilities and shopping
- Service to Graham Park South or Lacy Holt

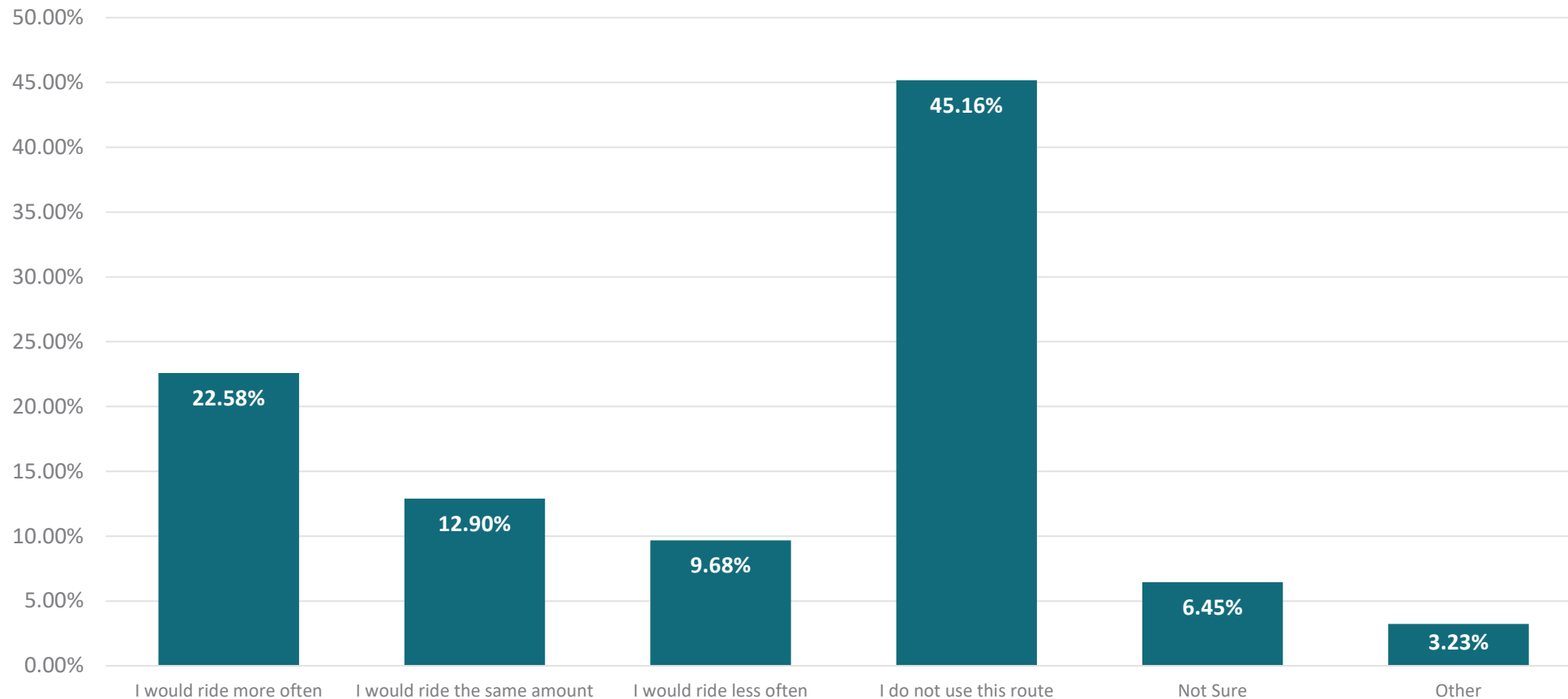
SURVEY QUESTION 6

Do you have any comments on Orange Route 2?

- Connect to vital services in Alamance County
- Service to the courthouse and county building
- Walking to the Graham park & ride would be more difficult
- Connection to Graham City Center
- Service for students who reside in north of Graham who travel to ACC

SURVEY QUESTION 7

How would the proposed service changes to Blue Route 3 affect you and your ability to get around using Link Transit?



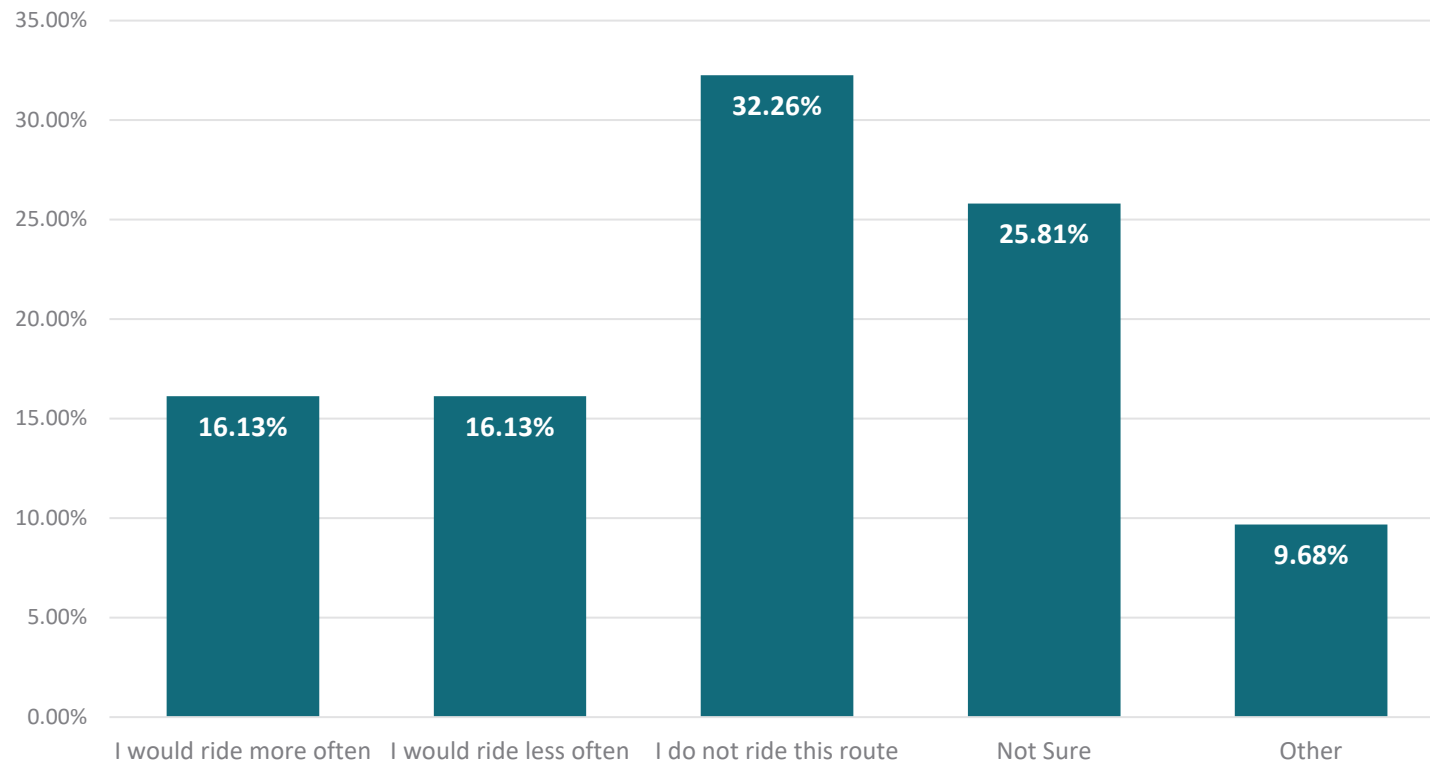
SURVEY QUESTION 8

What, if anything, would make the Blue Route 3 concept better?

- Ability to connect to Blue Route quickly
- If the route made a full circle to connect the other towns and communities
- Bus stop signs in front of Town of Elon stop

SURVEY QUESTION 9

How would the proposed service changes to Green Route 4 affect you and your ability to get around using Link Transit?



Respondents are split in whether this would increase or decrease ridership on this route.

SURVEY QUESTION 10

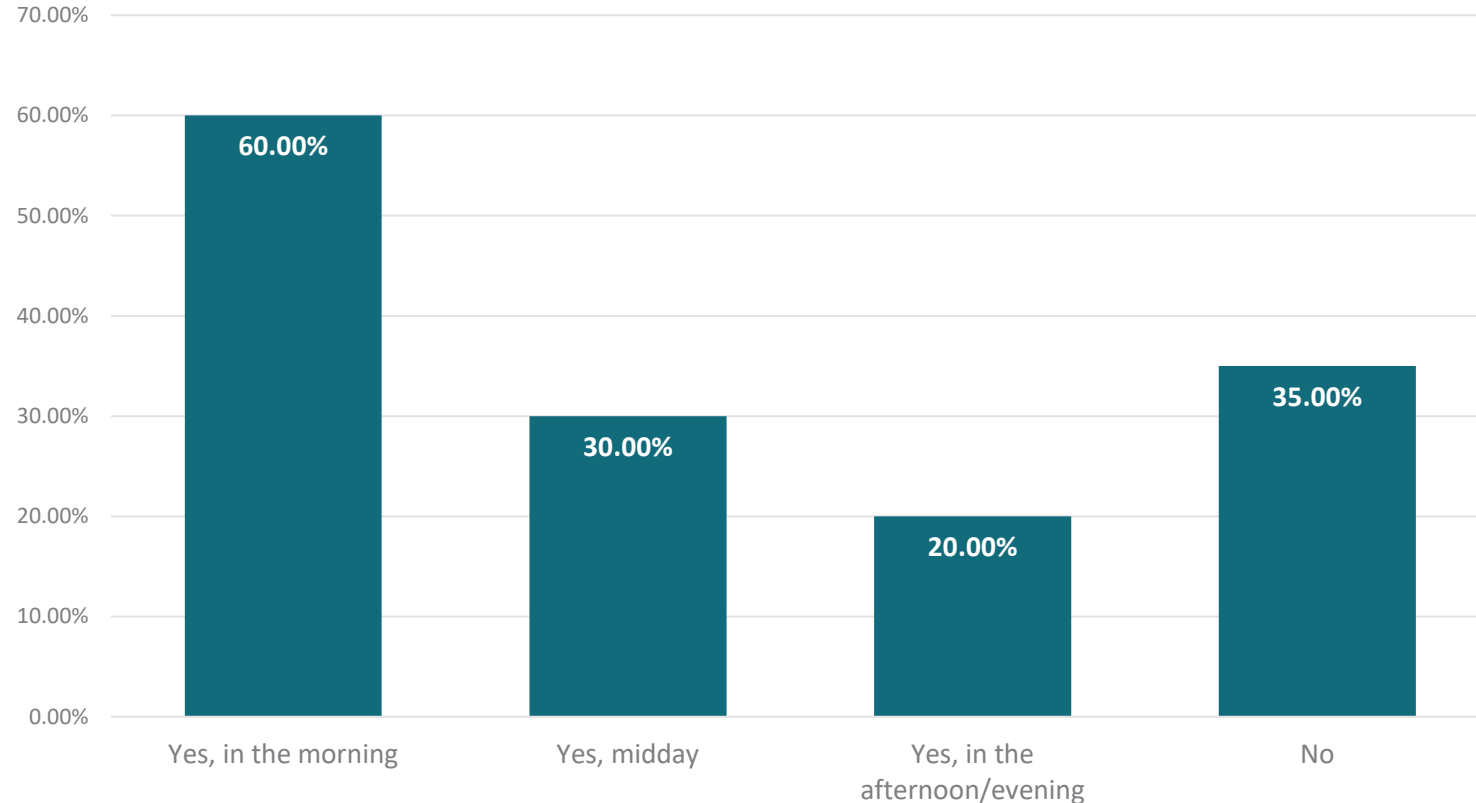
What, if anything, would make the on-demand microtransit concept better?

- Create a zone closer to downtown
- Ensure the scheduling software is reliable
- Would like to keep fixed route system



SURVEY QUESTION 11

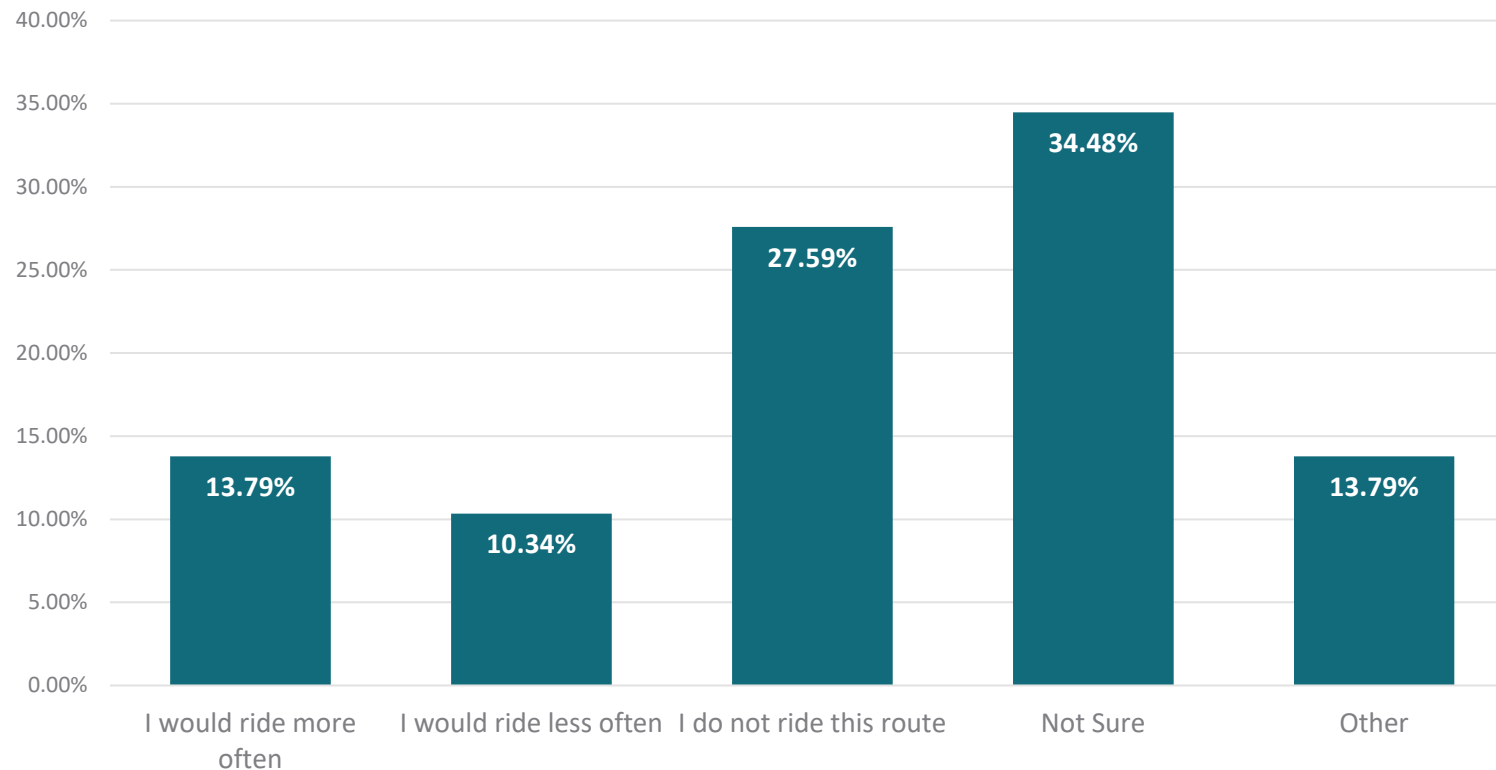
Would you use a Sunday Service if available? If so, what times?



Most respondents said they would ride a Sunday Service in the morning.

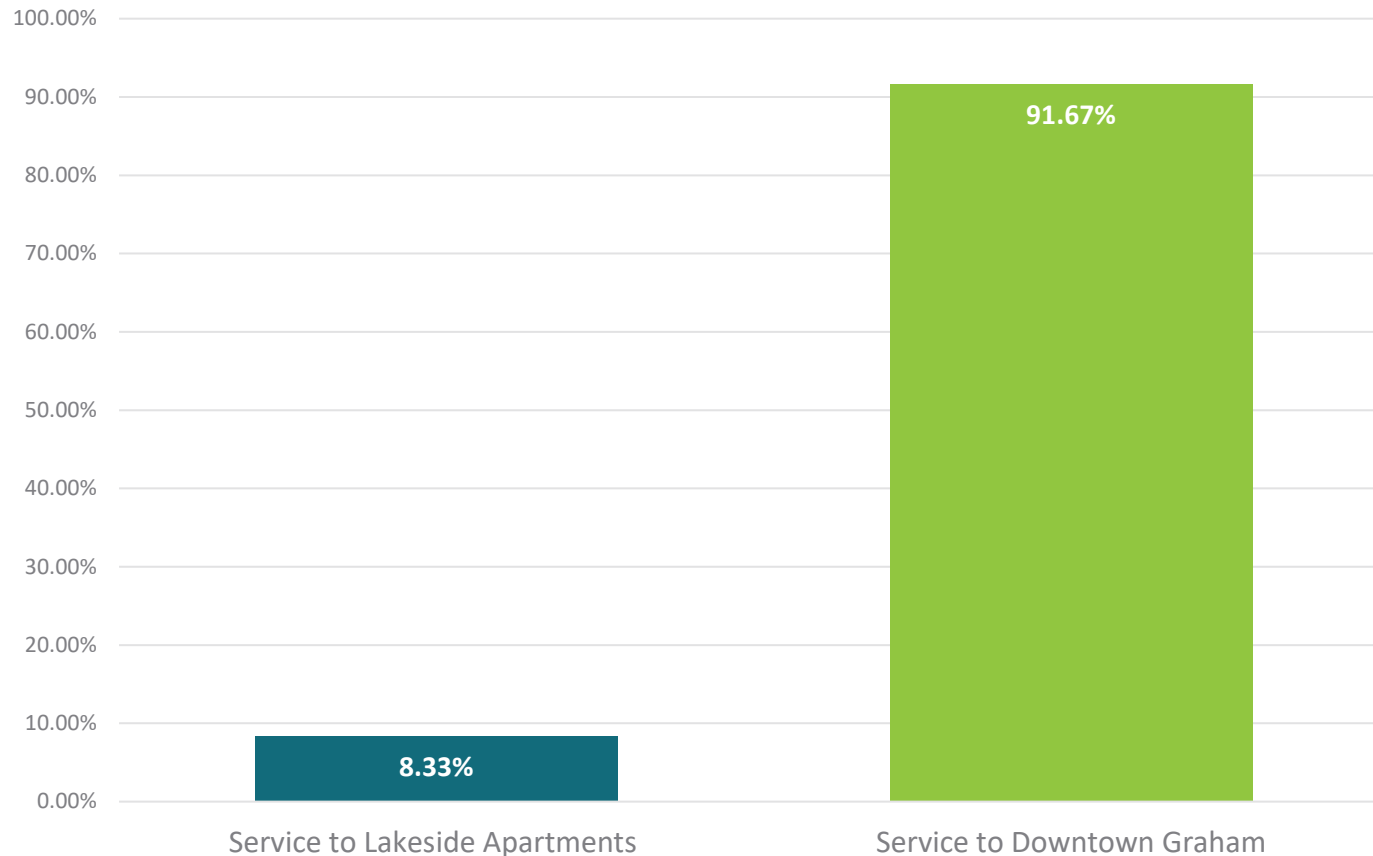
SURVEY QUESTION 12

How would the proposed service changes to Purple Route 5 affect you and your ability to get around using Link Transit?



SURVEY QUESTION 13

Which alternative service would you prefer?



Most respondents preferred service to Downtown Graham via the Purple Route.

SURVEY QUESTION 14

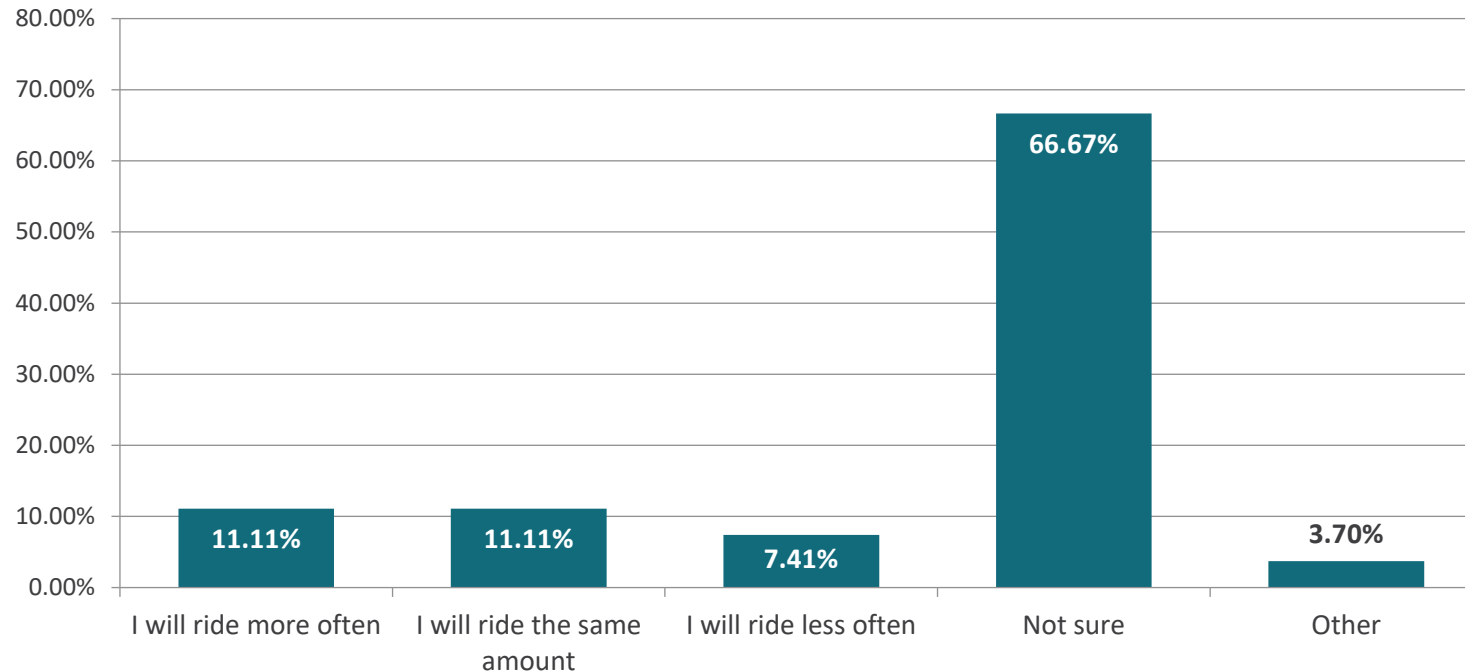
What, if anything, would make the Purple Route 5 concept better?

- Take this route to the store at 1345 Mebane St. (IH Food Mart)

Respondents seem happy with the purple route and had minimal comments.

SURVEY QUESTION 15

How would the proposed service changes to the New Yellow Route 6 affect you and your ability to get around using Link Transit?



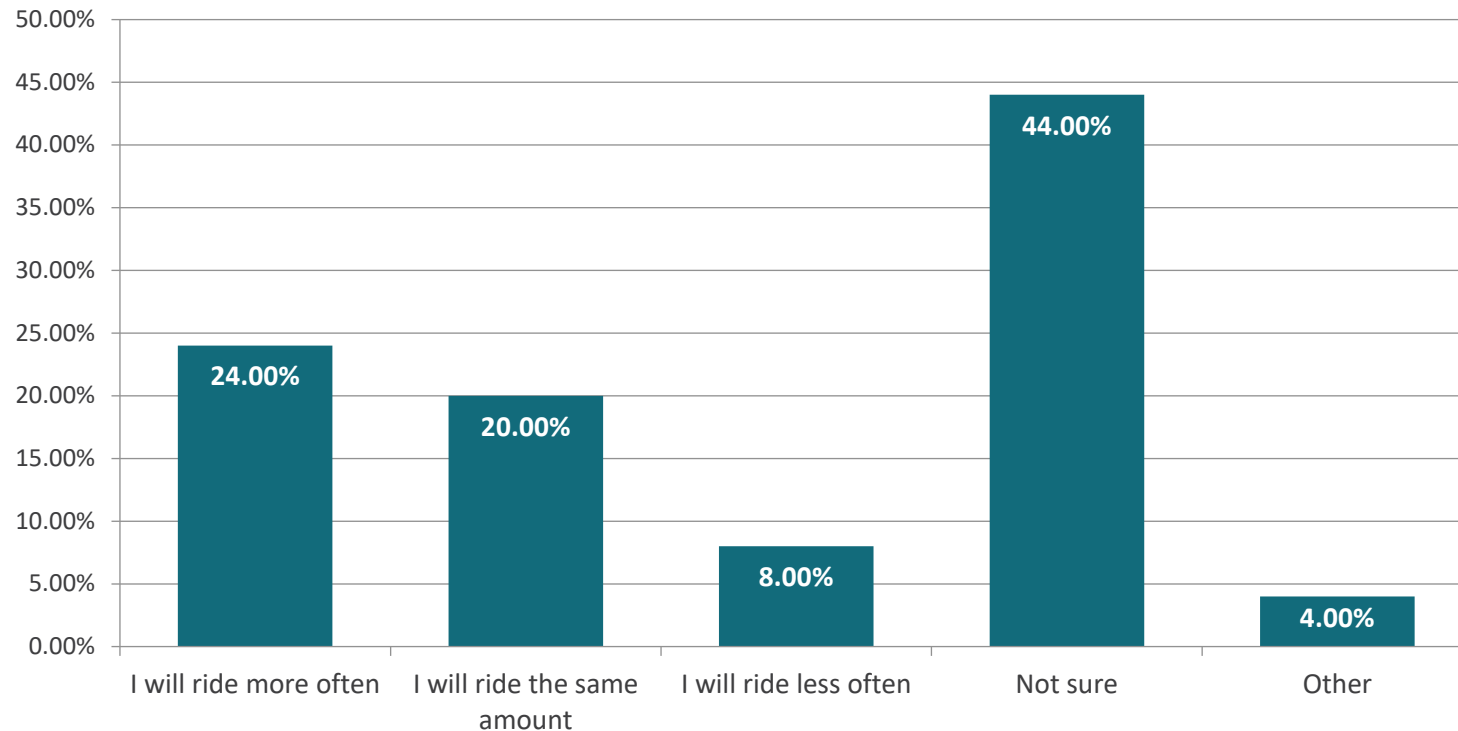
SURVEY QUESTION 16

What, if anything, would make the New Yellow Route 6 concept better?

- Connect Yellow Route 6 to Orange Route 2
- Potentially create an additional hub at the Yellow and Orange Route connection point
- Extend further to include the Graham Park & Ride
- Give the option to commute through Graham

SURVEY QUESTION 17

How would the proposed service changes to the New Pink Route 7 affect you and your ability to get around using Link Transit?



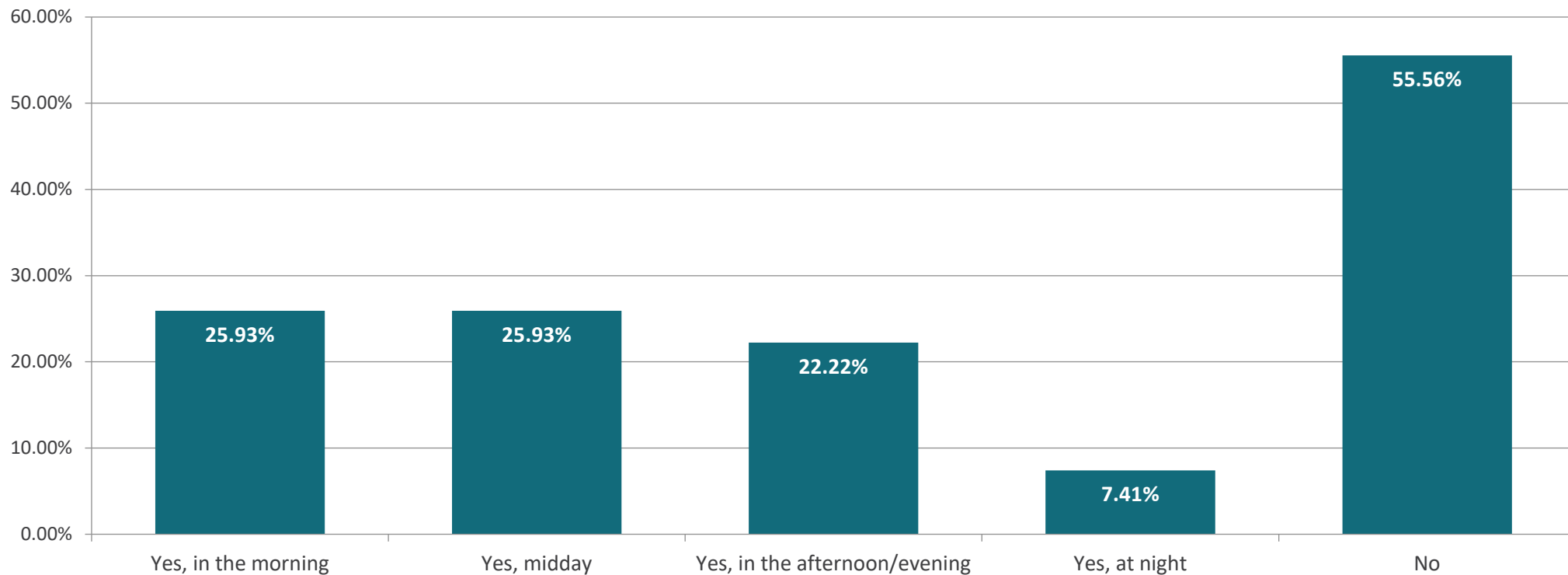
SURVEY QUESTION 18

What, if anything, would make the New Pink Route 7 concept better?

- Change the Pink Route 7 to an express route, focusing more on frequency of bus service and fast timing
- Create another hub for the blue, red, and pink lines
- Additional connections between routes

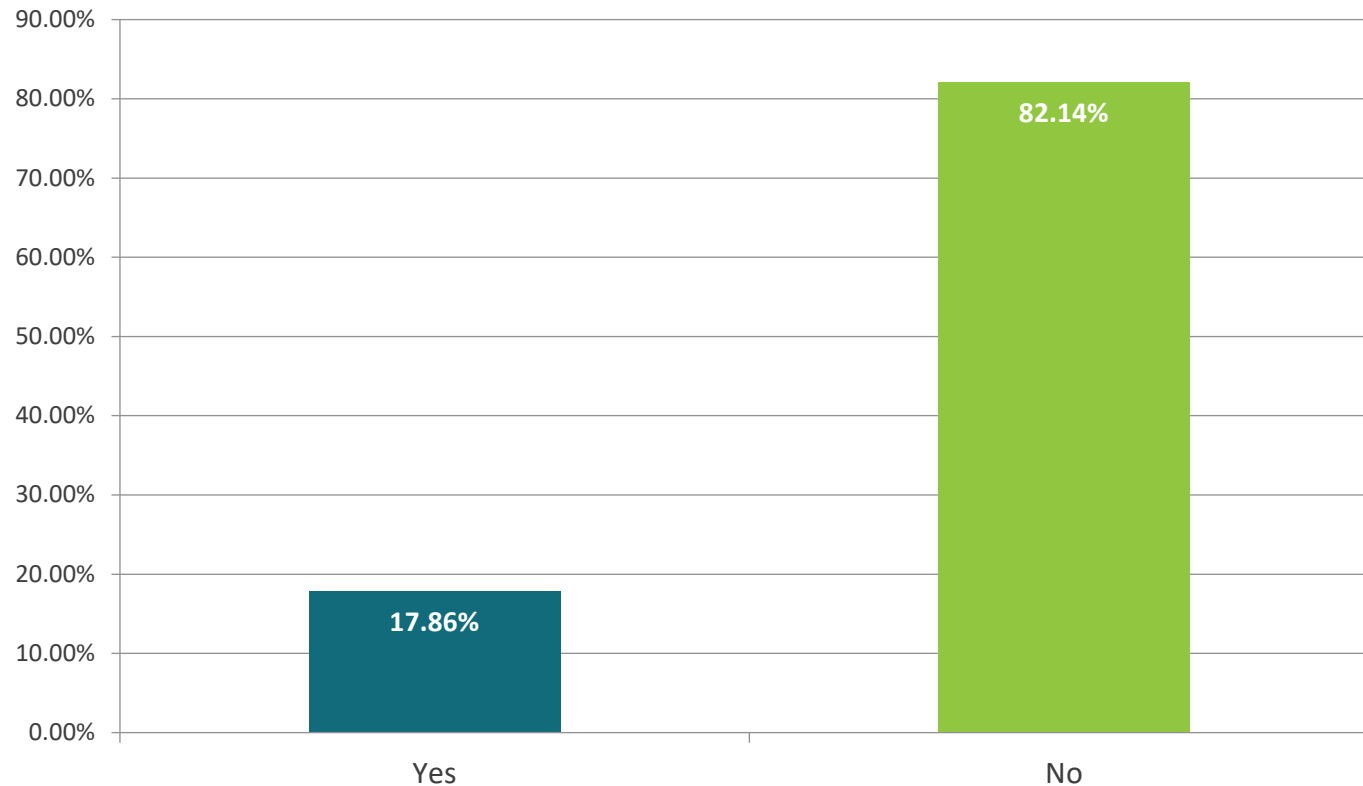
SURVEY QUESTION 19

Would you use service to the Amazon packaging center in Mebane? If so, what times?



SURVEY QUESTION 20

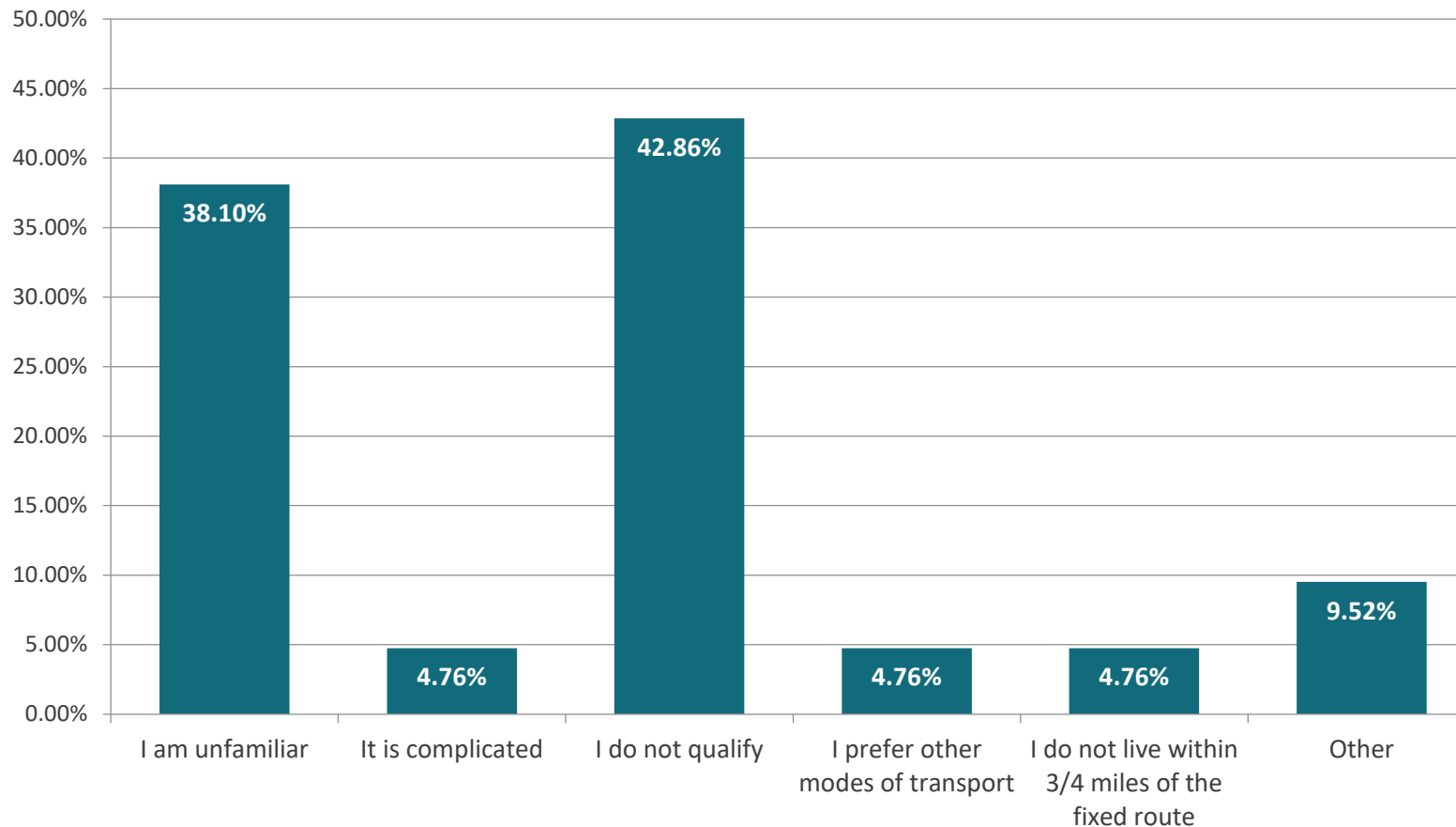
Do you use Link Paratransit?



Respondents who answered “Yes” were asked to skip to Question 22.

SURVEY QUESTION 21

Why do you not use Link Paratransit?



Most respondents were either unfamiliar with or did not qualify for Link Paratransit.

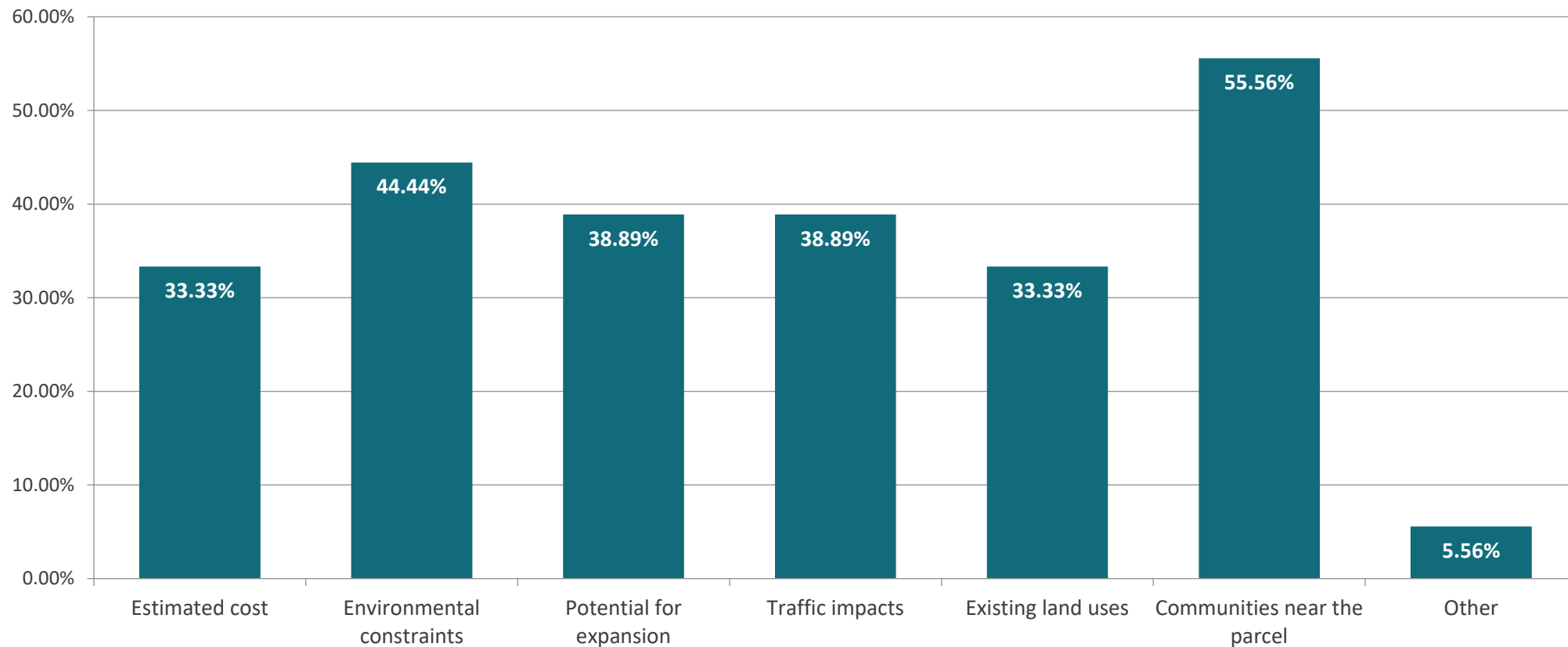
SURVEY QUESTION 22

What, if anything, would make the Link Paratransit concept better?

- Responsiveness to applications
- Being able to do same day ride reservations
- More buses to accommodate the passengers

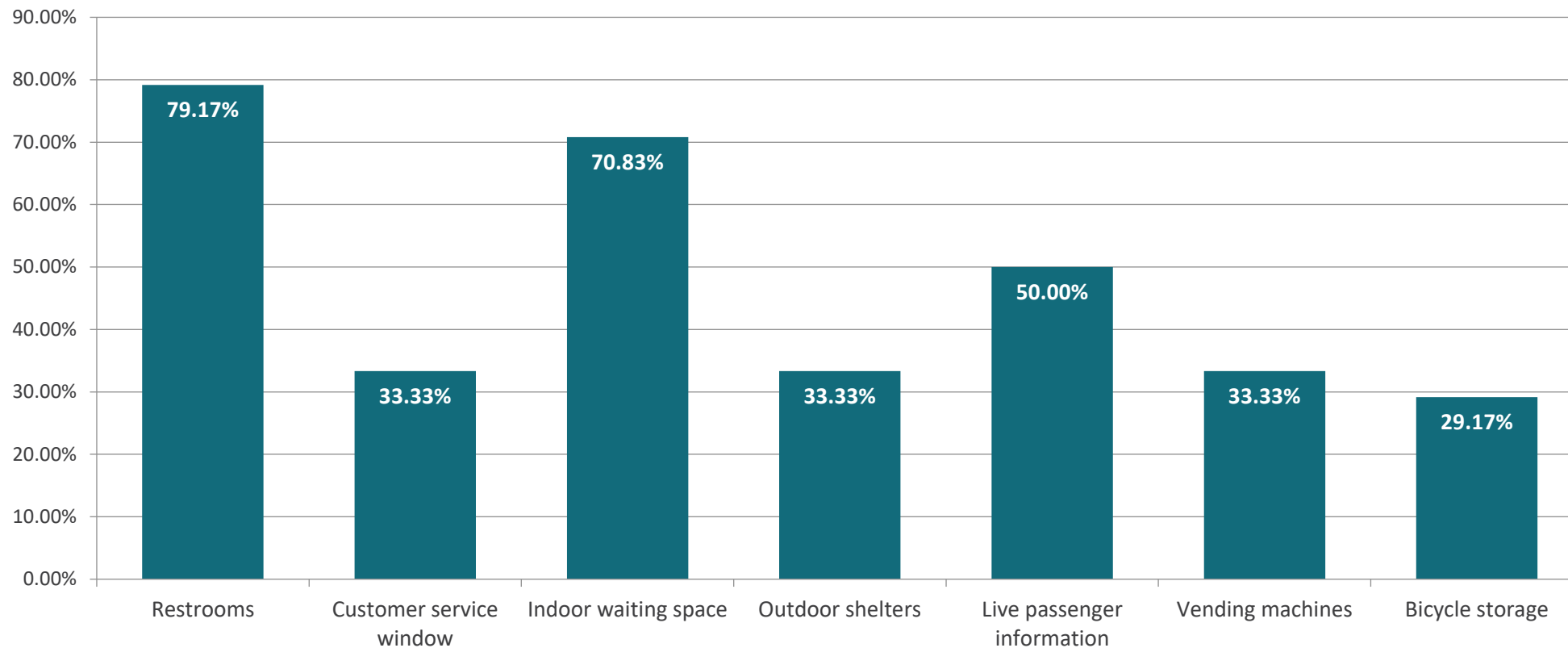
SURVEY QUESTION 23

What type of things should the ideal transfer hub facility consider?



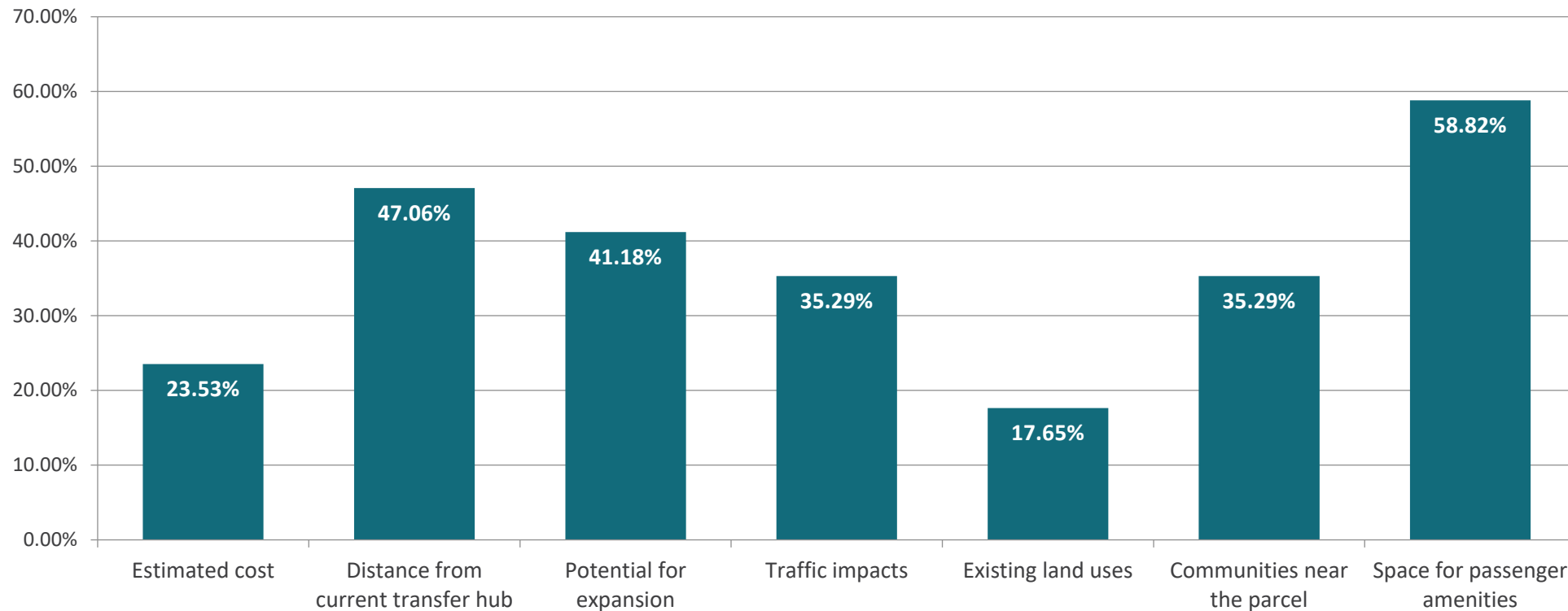
SURVEY QUESTION 24

What passenger amenities are most important to you for a new potential transfer hub?



SURVEY QUESTION 25

What types of things should the ideal operations and maintenance facility consider?



SURVEY QUESTION 26

Do you have any comments about a potential new transfer hub and/or operations and maintenance facility?

- New transfer hub could include vendors, food court, or Link Transit Merchandise
- Provide an easy connection to the Amtrak Station
- Make sure it is safe
- Indoor space to wait and use restroom

DEMOGRAPHICS

Survey Questions 27 - 31



Of all respondents who answered:

63% live in **Burlington**
Zip-Codes **27215 & 27217**

21% live in **Graham** ZIP Code
27253



Of all respondent households who answered:

19% make **over \$45,000** a year

Vs **71%** making **less** than \$45,000 a year

And **10%** preferring not to say

*Less than half of respondents answered
the demographic questions (**about 40%**)*



Of all who said their race:

28% **Black/African American**

52% **White**

And **16%** **Hispanic or Latino**



92% Speak **English** as their
primary language

8% Don't speak **English** as
their **primary language**

THANK YOU!



Kimley»Horn