

**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.

1) Do you use Link Transit?

- ☐ Yes (proceed to question 2 & 3 →)
- ☐ No (skip to question 4 ↓)

We are proposing some route adjustments, new routes, and service frequency changes to improve our system (see maps below).

2) What Route(s) do you use?

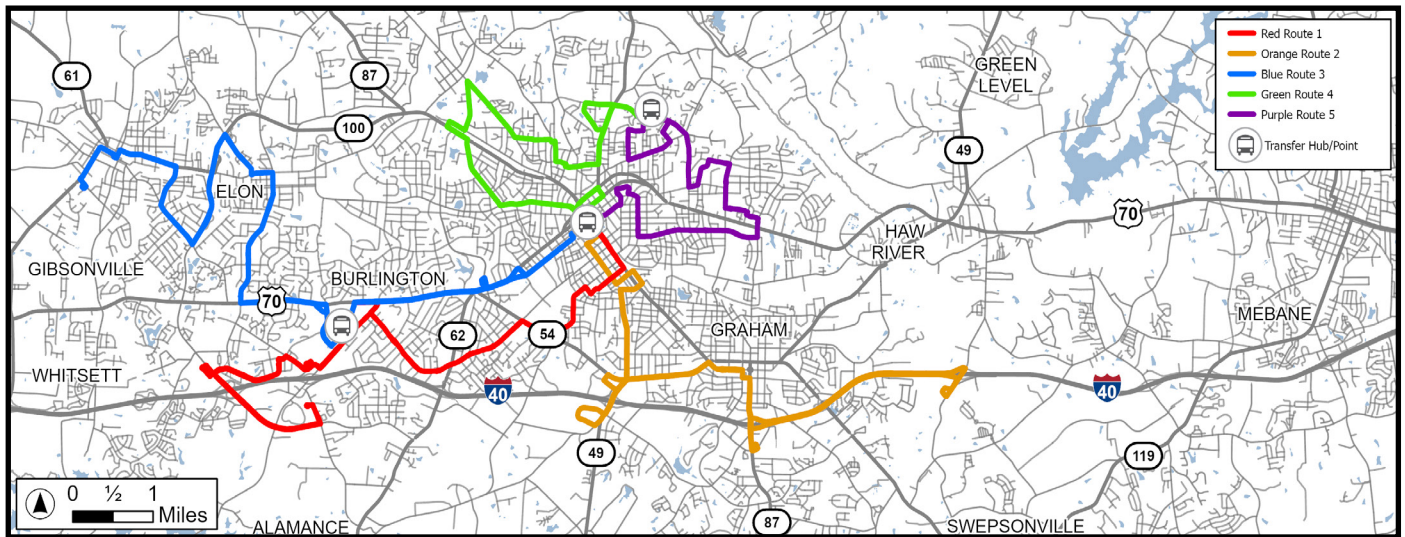
Select all that apply

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

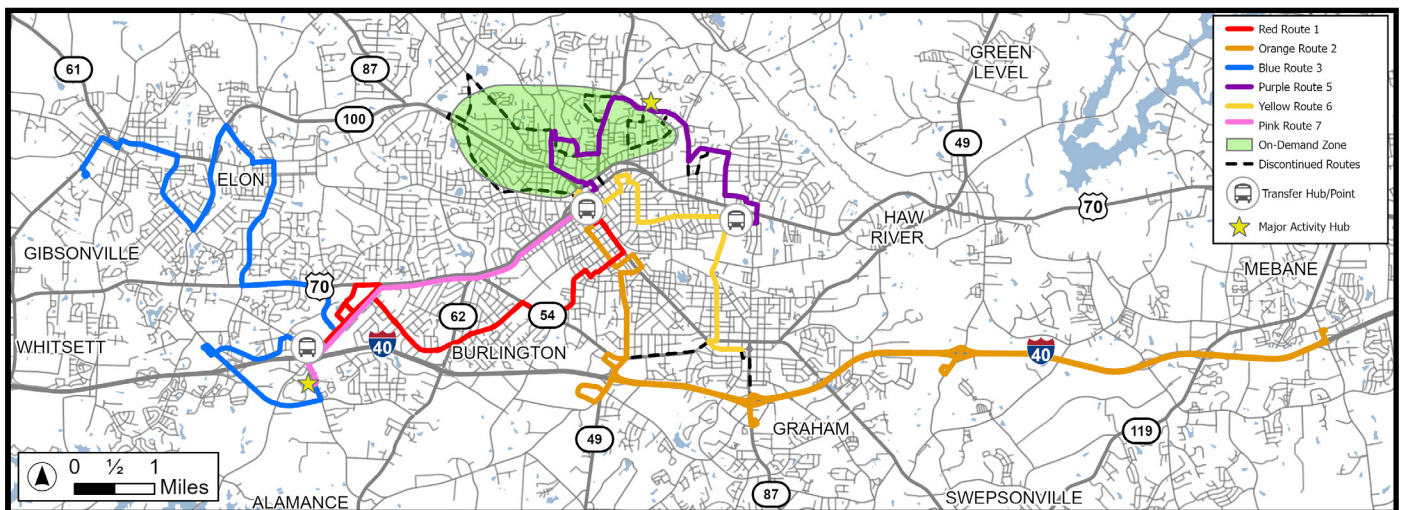
3) How often do you use Link Transit?

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

Current Link System Map



Recommended Link System Map



Red Route 1

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

- ☐ I would use Red Route 1 more often
- ☐ I would use Red Route 1 the same as I do now
- ☐ I would use Red Route 1 less often
- ☐ I do not currently use Red Route 1
- ☐ I am not sure
- ☐ Other:

Blue Route 3

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

- ☐ I would use Blue Route 3 more often
- ☐ I would use Blue Route 3 the same as I do now
- ☐ I would use Blue Route 3 less often
- ☐ I do not currently use Blue Route 3
- ☐ I am not sure
- ☐ Other:

Purple Route 5

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

- ☐ I would use Purple Route 5 more often
- ☐ I would use Purple Route 5 less often
- ☐ I do not currently use Purple Route 5
- ☐ I am not sure
- ☐ Other:

10) Which alternative service would you prefer?

- ☐ Service to Lakeside Apartments (if not served by Purple Route 5, the Lakeside Apartments would be served with the proposed microtransit service)
- ☐ Service to Downtown Graham via Purple Route 5

Pink Route 7

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

- ☐ I would use Link Transit more often
- ☐ I would use Link Transit less often
- ☐ I do not currently use Green Route 4
- ☐ I am not sure
- ☐ Other:

14) What, if anything, would make any of these route concept better?

Orange Route 2

5) Do you have any comments on Orange Route 2?

Green Route 4

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

- ☐ I would use Link Transit more often
- ☐ I would use Link Transit less often
- ☐ I do not currently use Green Route 4
- ☐ I am not sure
- ☐ Other:

8) Would you use a Sunday Service if available? If so, what times? [Select all that apply]

- ☐ Yes, in the morning
- ☐ Yes, midday
- ☐ Yes, in the afternoon/evening
- ☐ No

Yellow Route 6

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

- ☐ I would use Link Transit more often
- ☐ I would use Link Transit less often
- ☐ I do not currently use Green Route 4
- ☐ I am not sure
- ☐ Other:

Destinations

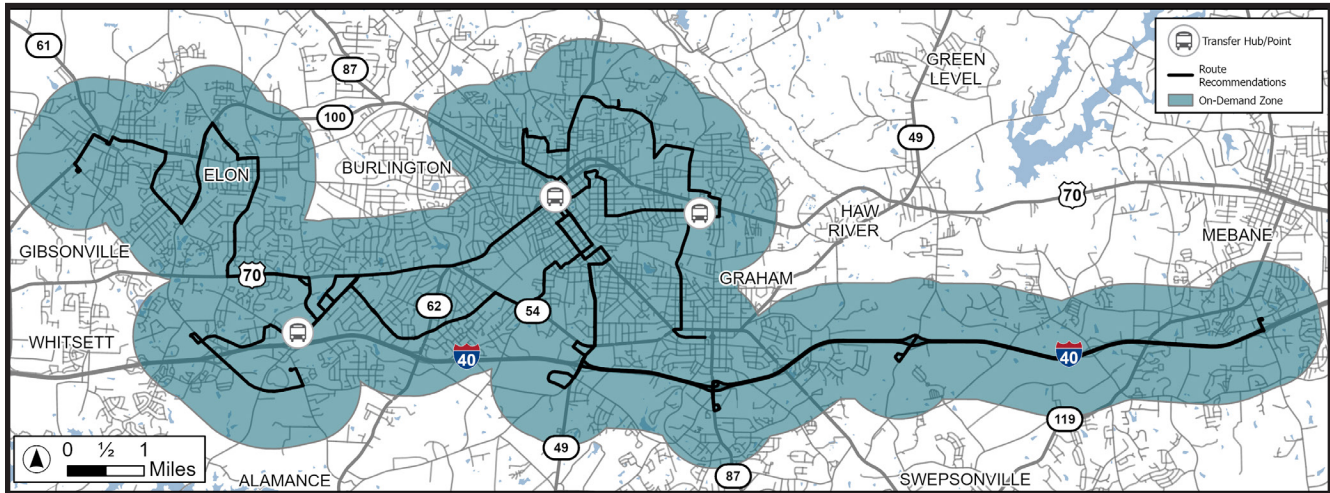
13) Would you use service to the Amazon packaging center in Mebane? If so, what times?

- ☐ Yes, in the morning
- ☐ Yes, midday
- ☐ Yes, in the afternoon/evening
- ☐ Yes, at night
- ☐ No



Link Paratransit

Those unable to navigate the fixed route system may qualify for the paratransit system door-to-door service. The paratransit zone is located within 3/4 miles of all fixed routes (see proposed paratransit map below).



15) Do you use Link Paratransit?

- ☐ Yes (skip to question 17 ↓)
- ☐ No (proceed to question 16 →)

16) Why do you not use Link Paratransit? [Select all that apply]

- ☐ I am unfamiliar
- ☐ It is complicated
- ☐ I do not qualify
- ☐ I prefer other modes of transportation like a car
- ☐ I do not live within 3/4 miles of the fixed routes
- ☐ Other:

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

Facility Recommendations

In addition to service changes, a study is being conducted to find potential new locations for a Link Transit transfer hub and operations and maintenance facility. Currently, the downtown Burlington transfer center operates curbside with few passenger amenities and the operations and the maintenance facility is in a temporary leased facility. With the transit system continue to grow, new facilities are needed to meet the needs of the future.

The site search started with a review of existing conditions including functional, environmental, and geographic constraints. The study considered a few major factors:

- Land use surrounding the potential site
- Size of the site
- Estimated cost
- Environmental concerns
- How long it would take a Link Transit bus to get to and from the new site

The site search identified parcels for consideration for both facility types (see figure below). Parcels greater than 1.2-acres were considered for a transfer hub and parcels greater than 3-acres were considered for an operations and maintenance facility.



18) What type of things should the ideal transfer hub facility consider? [Select three]

- ☐ Estimated Cost
- ☐ Environmental constraints on and around the parcel
- ☐ Potential for expansion on parcel
- ☐ Traffic impacts around the parcel
- ☐ Existing land uses surrounding the parcel
- ☐ Communities near the parcel (low-income, racial and ethnic minorities, etc.)
- ☐ Other (please specify)

19) What passenger amenities are most important to you for a new potential transfer hub? [Select three]

- ☐ Restrooms
- ☐ Customer service window
- ☐ Indoor waiting space
- ☐ Outdoor shelters
- ☐ Live passenger information (schedules, route arrival time, etc.)
- ☐ Vending machines
- ☐ Bicycle storage

20) What types of things should the ideal operations and maintenance facility consider? [Select three]

- ☐ Estimated Cost
- ☐ Distance from current transfer hub
- ☐ Potential for expansion on parcel
- ☐ Traffic impacts around the parcel
- ☐ Existing land uses surrounding the parcel
- ☐ Communities near the parcel (low-income, racial and ethnic minorities, etc.)
- ☐ Other (please specify):

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

Demographics Questions (optional)

22) What is your race/ethnicity? Choose all that apply.

- ☐ Black or African American
- ☐ Asian or Asian American
- ☐ Hispanic or Latino
- ☐ White or European
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Other
- ☐ Prefer not to say

23) What is your household's total annual income?

- ☐ Under \$15,000
- ☐ \$15,001 - \$30,000
- ☐ \$30,001 - \$45,000
- ☐ \$45,001 - \$60,000
- ☐ \$60,001 - \$75,000
- ☐ Over \$75,000
- ☐ Prefer not to say

24) Is English the primary language spoken in your home?

- ☐ Yes
- ☐ No

25) What is your zip code?

