



# Public Engagement Phase I Summary

## Introduction

The Capital Area Metropolitan Planning Organization (CAMPO) is conducting a transit study of a portion of North Harnett County to develop a vision that identifies transit needs and recommends potential transit service solutions. The study area encompasses the northern half of Harnett County within CAMPO's boundary, which includes Angier, Lillington, Coats, Buies Creek, Raven Rock State Park, and Campbell University.

Phase I of the study's public engagement campaign occurred between November 2023 and June 2024. It was divided into four stages that encompassed data collection, analysis and preparation, engagement execution, and presentation of findings. The goal was to educate relevant publics about transit options and development, assess the desire for transit in the community, solicit input on travel patterns, and develop a vision for transit service that best serves the community. This crucial phase of the project aimed to empower residents with the knowledge needed to provide input on how a Harnett County transit system should look and provided opportunities for the community to influence its potential development.

## Outreach and Promotional Materials

Awareness, education, and feedback were the three driving goals for the study's public engagement campaign. Both print and digital promotion were necessary to achieve objectives and promote the study to a range of audiences. This section of the summary details the collection of outreach strategies and promotional tools used to reach target audiences, foster understanding of transit services, and encourage engagement with the study.

### Website

A dedicated website was launched at [www.NorthHarnettTransitStudy.com](http://www.NorthHarnettTransitStudy.com) to share study information, updates, and contact information. Its sections include a landing page with an overview and maps of the study area, educational content such as fact sheets and videos, the study's anticipated timeline and key deliverables, and engagement opportunities. Announcements are posted for project milestones, public engagement

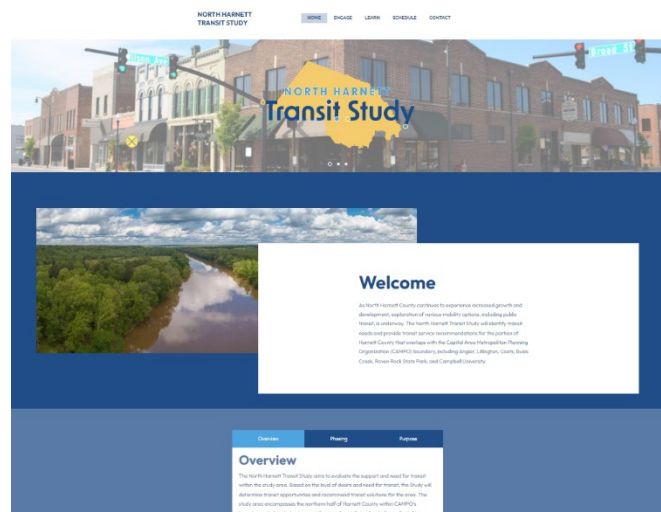


Figure 1. The study website's home page

opportunities, study updates, and other information pertinent to the public and stakeholders. The website is made compatible with Google Translate to heighten accessibility.

The study website went live on and attracted 787 unique visitors between its launch on February 13 and May 31, the end of the public engagement campaign's first phase. During this period, the website saw 912 site sessions and 1,203 page views, with an average session duration of seven minutes. April and May were the busiest months, drawing in 144 and 618 unique visitors, respectively. Most site sessions, 70%, transpired on mobile devices, with 28% on desktop, and 2% on tablet.

Spikes in website traffic occurred in correlation with public outreach efforts. Following the study's first pop-up event on April 20, the website saw 98 unique visitors from April 20 to April 23. On May 2, the second pop-up event was held and an e-blast was distributed — between May 2 and 3, 83 individuals visited the website. News articles published on May 22 from WRAL and May 23 from The News & Observer seem to have amplified web traffic as well. From May 22 to May 27, the study website captured 404 unique visitors — a stark difference from the surrounding days. Figure 2 below shows a chart daily website traffic.

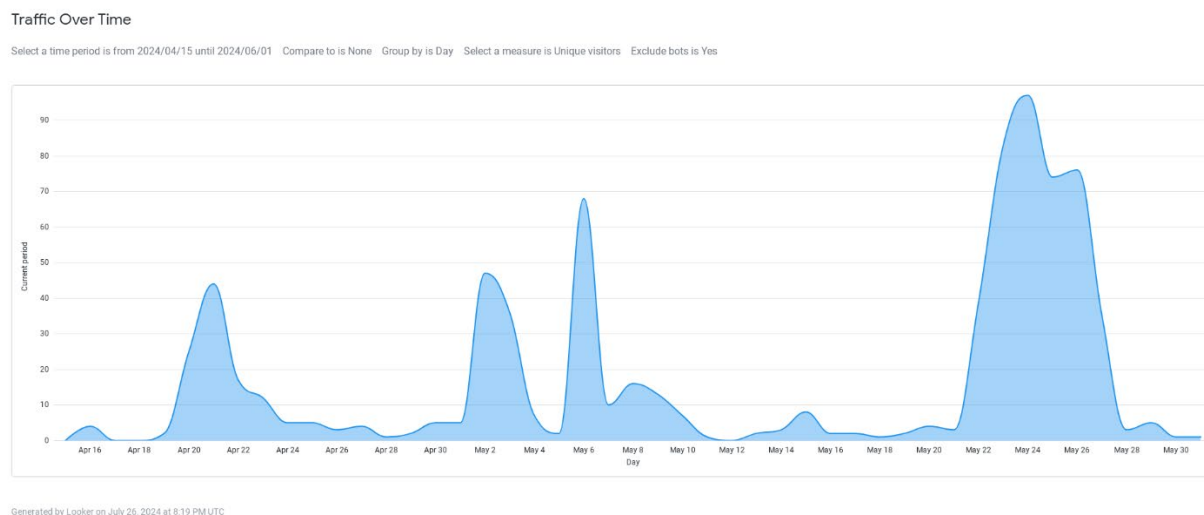


Figure 2. Unique website visitors between April 16 and May 31

Facebook was the top source of traffic for the study website, driving 497 unique visitors and generating 595 page views. Direct access to the website was the second largest traffic source, accounting for 201 unique visitors and 426 page views. The average session duration for users who directly accessed the site was 8 minutes, 32 seconds, while that of visitors from Facebook was only 1 minute, 29 seconds. The study website accrued 30 and 28 unique visitors from WRAL.com and the CAMPO website, respectively. All other traffic sources accounted for six or less unique visitors each.

## Press Release

The study team employed a press release to announce the North Harnett Transit Study and its public engagement goals to media contacts and key stakeholders. The press release presented a summary of the study and its purpose, explained transit options, outlined the initial phase of

public outreach and engagement opportunities, and included a link to the website. It was also translated to Spanish to reach a wider audience.

The tactic gained earned media coverage from two news outlets, which further publicized the study and its purpose. On May 22, WRAL posted an article to its website titled “Growing part of Harnett County considering new transit system to ease congestion”, and on May 23, The News & Observer uploaded “Is northern Harnett County ready for transit? Study aims to find out”, by Richard Stradling. Both articles can be found in Appendix A.

## E-Blast

An e-blast was distributed to subscribers of CAMPO’s public email list through PublicInput.com. This newsletter aimed to establish audience familiarity with the study and inform on transit options and benefits. The e-blast also emphasized the importance of community participation and encouraged readers to take the online survey via the link provided.

The e-blast was sent out to 647 subscribers on May 5 and opened by 48.5% of recipients. Campbell University also shared the e-blast in its faculty and staff newsletter.

Community members were able to subscribe on the website to receive study updates. During Phase I of engagement, 28 individuals signed up for email and SMS communications.

## Social Media

The team launched a series of social media posts and promotional videos (“reels”) through official CAMPO and Harnett County social media accounts on Facebook, Instagram, X (Twitter), and Reddit (r/campbellu, r/Harnettcounty, r/SanfordNC, r/CarFreeRDU, r/Angier) to reach its target audiences and promote public participation. Several study stakeholder jurisdictions also supported the outreach effort on social media through their own posts, such as Harnett County and Angier Mayor Bob Jusnes.



Figure 3. CAMPO Facebook post

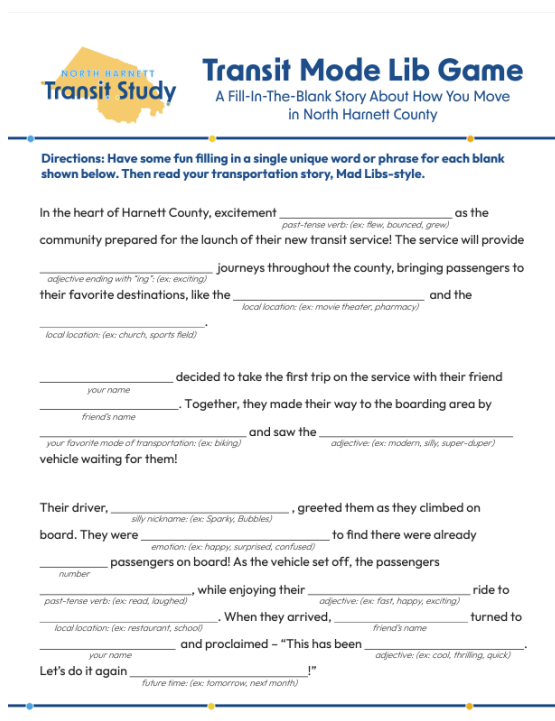
Table 1. Social Media Post Metrics

Platform	Date	Content	Engagement
X (Twitter)	April 25	Post	54 views
	May 3	Reel	62 views
	May 4	Pop-ups notice	43 views
	May 4	Lillington Pop-up	77 views
	May 23	Post	32 views, 1 like
	May 23	Reel	89 views, 2 likes
	May 23	Post	51 views, 1 like

Instagram	April 25	Post	3 likes
	May 3	Reel & Post	1 like
	May 4	Pop-up notice	3 likes
	May 4	Photos of pop-up	3 likes
	May 23	Reel	2 likes
	May 24	Post	1 like
Facebook	April 25	Post	1,134 views, 5 shares
	May 3	Reel	41 views, 1 like, 1 share
	May 4	Pop-up notice	114 views, 2 likes
	May 4	Photos of pop-up	212 views
	May 23	Reel	14 likes, 5 shares
	May 24	Post	3 likes, 3 shares

## Print Materials

A collection of print materials was developed to augment outreach efforts. A study handout provided an overview of the study, explained public transit with its benefits and uses, and encouraged participation in the online survey via a QR code. The handout was shared at pop-up events and stakeholder meetings and was also available in Spanish. A visually engaging informational flyer was distributed electronically and at in-person engagement opportunities. The flyer was designed to promote engagement opportunities, provide project information,



**Transit Mode Lib Game**  
A Fill-In-The-Blank Story About How You Move  
in North Harnett County

**Directions:** Have some fun filling in a single unique word or phrase for each blank shown below. Then read your transportation story, Mad Libs-style.

In the heart of Harnett County, excitement \_\_\_\_\_ as the  
past-tense verb: (ex: flew, bounced, grew)  
community prepared for the launch of their new transit service! The service will provide  
\_\_\_\_\_ journeys throughout the county, bringing passengers to  
adjective ending with "ing": (ex: exciting)  
their favorite destinations, like the \_\_\_\_\_ and the  
local location: (ex: movie theater, pharmacy)  
\_\_\_\_\_.  
local location: (ex: church, sports field)

\_\_\_\_\_ decided to take the first trip on the service with their friend  
your name  
\_\_\_\_\_. Together, they made their way to the boarding area by  
friend's name  
\_\_\_\_\_ and saw the \_\_\_\_\_  
your favorite mode of transportation: (ex: biking) adjective: (ex: modern, silly, super-duper)  
vehicle waiting for them!

Their driver, \_\_\_\_\_, greeted them as they climbed on  
silly nickname: (ex: Sparky, Bubbles)  
board. They were \_\_\_\_\_ to find there were already  
emotion: (ex: happy, surprised, confused)  
\_\_\_\_\_ passengers on board! As the vehicle set off, the passengers  
number  
\_\_\_\_\_, while enjoying their \_\_\_\_\_ ride to  
past-tense verb: (ex: read, laughed) adjective: (ex: fast, happy, exciting)  
\_\_\_\_\_. When they arrived, \_\_\_\_\_ turned to  
local location: (ex: restaurant, school) friend's name  
\_\_\_\_\_ and proclaimed – "This has been \_\_\_\_\_  
your name adjective: (ex: cool, thrilling, quick)  
Let's do it again \_\_\_\_\_!"  
future time: (ex: tomorrow, next month)

Figure 4. Mad Libs activity

drive traffic to the online survey with a QR code, and direct viewers to the website and social media for additional information. The reverse of this flyer housed a Spanish version and was posted at several high-traffic locations in the study area.

Pop-up events were supplemented with an engagement board that presented an overview of the study and its purpose, what transit can look like, and advocated for survey participation with a QR code. The events also utilized two types of interactive activities to further interest attendees and gather public input. A display board with a map of the study area offered a mapping activity that allowed participants to mark frequented locations in Harnett County using sticker dots. The results of this activity are summarized in the Pop-Up section of this summary.

The second activity was a transit-based Mad Libs game in which participants created their own vision for transit in North Harnett County by writing words in the blank spaces on a story template.



Participants who completed the activity at the event were asked to read their story out loud once completed and encouraged to post it to social media using the hashtag #NorthHarnettTransit. The Mad Libs activity was also offered as a take home material along with informational flyers for those not interested in engaging in person. Both engagement boards and the Mad Libs activity were translated into Spanish. Copies of these materials can be found in Appendix B.

## Transit 101

At the center of the public engagement campaign's strategy to inform residents and stakeholders of North Harnett County about transit was the Transit 101 educational campaign. This component of the outreach strategy sought to explain transit and overarching elements of transit in a rural community. The goal was to empower residents with the knowledge necessary to provide input on the vision for a potential Harnett County transit system by facilitating an understanding of the benefits and challenges tied to public transportation.

The Transit 101 campaign was realized through integration into tactics of the public engagement plan, particularly at in-person engagement opportunities such as pop-up events and stakeholder meetings, and digitally in website and social media content. A range of physical and digital promotional materials were developed to support educational outreach efforts, as summarized previously. Content was published to the study website to create an all-inclusive hub for information about the study. In addition to outlining the study's purpose and phasing, the website presented an overview of transit, including its benefits and challenges, and what it might look like in a rural community.

The study team engaged in conversations with members of the public at pop-up events, discussing transit with an emphasis on a rural implementation and answering questions to bolster the public's understanding of a potential transit vision. At stakeholder engagement events, the study team presented engagement materials during presentations and requested feedback to improve educational messaging, as well as solicited support with sharing this content to their communities. The team also spoke with elected officials about logistical components of transit planning, such as funding, facilities, staffing, services, partnerships, and outreach at a high level to introduce the concept ahead of their deeper dive in Phase 2.

## Stakeholder Engagement

Stakeholder engagement was critical for the success of Phase I to ensure that all decision makers and community leaders were able to weigh in on the idea of bringing transit service to the study area, and to provide insight into community needs and potential interest. Several groups of stakeholders were developed to be engaged with at key points during Phase I.

### **Core Technical Team (CTT) -**

Representatives from the target audiences were invited to participate on the Core Technical Team to assist in guiding the study's development through regular coordination and providing feedback on technical issues and data analysis.

**Elected Officials (EO)** - Officials were asked about their views on transit, how they would like to see transit develop in their jurisdiction, and what they would like to ask the public in order to make informed decisions about the future of transit operations.

**Focus Groups (FG)** - Three focus groups were conducted to engage stakeholders such as community members, human and social service agencies, minority groups, transit riders, commercial interests, and other special service groups. These focus groups were presented with information to help them provide informed input about their views on transit and how their community may benefit from transit, as well as requested to share the study survey amongst their community.

**Bus Operators (BO)** - The study team interviewed HARTS bus operators to collect input regarding operations, demand, and other concerns that operators are aware of through their position.

Table 2 shows the meetings that were held with each group — notes from each of these meetings can be found in the Appendix C.



*Figure 5. Discussion at Focus Group meeting*

Table 2. Stakeholder Meetings Held

Group / Meeting Date	Purpose of Meeting
<b>CTT – November 29, 2023</b>	Kick-off Meeting – Provide study introduction, review stakeholder and elected official group selection, discuss data identification.
<b>CTT – April 1, 2024</b>	Mtg 2 - Apprise of the analysis outcomes, present the PEP and draft materials for public, stakeholder, and elected officials' engagement.
<b>EO – February 14, 2024</b>	Workshop to present socio-economic conditions, transit-supportiveness of study area, transit service options, and the land-uses required to make the area more transit-supportive. Collect input on view of transit, transit development in their jurisdictions, and questions for the public.
<b>FG – March and April, 2024</b>	Present socio-economic conditions, transit-supportiveness of study area, transit service options, and the land-uses required to make the area more transit-supportive. Collect input on view of transit and community benefits. Request support to share the survey amongst their community.
<b>BO – June 2024</b>	One-on-one interviews to collect feedback on operations, demand, and other concerns operators are experiencing.
<b>CTT + EO – June 26, 2024</b>	Mtg 3 – Present the outcomes of the public and stakeholder engagement and lay foundation for Phase 2.

Virtual polling was conducted at several meetings to collect feedback from participants. When asked how **CTT members** would describe Harnett County today, they used words such as 'Growing' and 'Changing.' They described the most significant challenges in Harnett County with 'Density' as the most popular word. 'Growth' was the preferred word to describe the most significant opportunities in Harnett County, and discussions centered around growth being an opportunity to see the benefits of transit. **CTT members** also noted that there is some community



Figure 6. Elected Officials meeting using live polling

interest in transit. Flexible on-demand service was the most popular enhancement, followed by local service with some regional service.

**Public officials** leaned positively towards transit in North Harnett. This group was interested in local service with some regional service as well as longer service hours with flexible on-demand service, but concerned with lack of updated infrastructure and increasing traffic.

Members of all **focus groups** voiced concerns about traffic but shared that some level of interest for transit as it could benefit different users. The focus groups also brought up how transit could be used to help community members get to home or school and support higher density housing in the study area.

What **HARTS bus operators** heard from passengers included a need for trips outside of the county and more flexibility to get where they want to go. There is a general desire to have more service. HARTS is currently at capacity on the service it can provide. Trips to work, medical appointments, and shopping destinations would benefit the most from additional transit. To improve HARTS service in general, **HARTS bus operators** had ideas including increasing the number of drivers and having more centralized routes.

## Pop-Up Events

The public engagement campaign implemented a series of four pop-up events to reach populations who typically do not attend public meetings and generate excitement about transit. Pop-up events leveraged popular community events as venues with the intention of capturing a broad, diverse audience. These engagement opportunities aimed to maximize public participation in the study's development and facilitate dialogue with communities that have not historically participated in similar studies, such as minority or LEP communities.



*Figure 7. Pop-up event at Cape Fear Fest*

Pop-ups introduced the study to the public, informed participants about transit options, solicited feedback and fostered relationships through conversation, and encouraged individuals to participate in the online survey to help shape the study's vision. At each event, CAMPO staff shared study materials while explaining the purpose of the study, gathering feedback from the community, and encouraging people to take the survey.

1. Angier Earth Day Festival, April 20
2. Angier Common Ground Concert Series & Makers Market, May 2
3. Cape Fear Fest, May 4
4. Lunch and Yoga at Coats Senior Center, May 20

The first pop-up event of the public engagement campaign was held at the Angier Earth Day festival on April 20 at Angier Depot Square from 9 a.m. to 2 p.m. The event saw several hundred attendees, with a vendor fair, food trucks, live music, and children's activities. CAMPO

staff hosted a table at the vendor fair and engaged around 40 individuals at the event; roughly half of those who stopped by the table also participated in the mapping exercise. Study bookmarks were given to most people who stopped by the table; these were a primary means to engage and share information with those who were not interested in interacting at the booth. Central themes of discussion at this event were agreement that transit service is currently lacking in Harnett County, the benefits that transit service could provide for the County, and a desire for local transit service that provided access to downtown.

On May 2, CAMPO staff hosted the second pop-up event at Angier Common Ground Concert Series & Makers Market from 4 p.m. to 9 p.m. The event took place at Angier Depot Square, among food trucks, vendors, and live music. This event saw light participation. A recurring comment theme from participants was interest and excitement about the prospect of County-provided transit service. Several people engaged with the mapping activity, and bookmarks were distributed to those who were not interested in discussion.

The study's third pop-up event was hosted on May 4 at Cape Fear Fest, an annual festival with vendors, food trucks, live music, and performers in downtown Lillington, NC. CAMPO staff shared a tent with the Harnett County Board of Elections from 10 a.m. to 2 p.m. and spoke with about 60 attendees. Many individuals completed the mapping activity and a few completed paper surveys. Attendees showed excitement for and recognition of a need for transit service to improve mobility in Harnett County; there was a general sentiment that additional transportation options would be a good way to support the County's growth.

The fourth pop-up event was held on May 20 during Lunch and Yoga at Coats Senior Center from 11:30 a.m. to 1:30 p.m. CAMPO staff set up a table with the goal of speaking with seniors about transit and gathering insight on the unique perspectives of this demographic. The team provided an overview of the study purpose while the seniors had lunch, and after, engaged with a group of about ten individuals. All seniors at the event were aware of HARTS and most shared that they no longer feel confident driving or will not do so at night. Most attendees expressed a desire for transit service that would allow them the freedom to safely access destinations without relying on family or friends for rides, as doing so often makes them feel like a burden. Several seniors at the event use HARTS for medical purposes but commented that there can be long wait times on the front or back end of trips. One senior who regularly uses HARTS identified two specific challenges: 1. HARTS service is at capacity, and 2. It does not fit all her travel needs, as she expressed frustration with wait times, reservations being required far in advance, and trip cancellations. This user also lamented not having access to transit service on weekday evenings or weekends.

Figure 8 features the final display board with feedback from all pop-up events. The board contains all responses to the mapping activity, in which participants marked locations they frequent, as well as locations that they would like to visit.



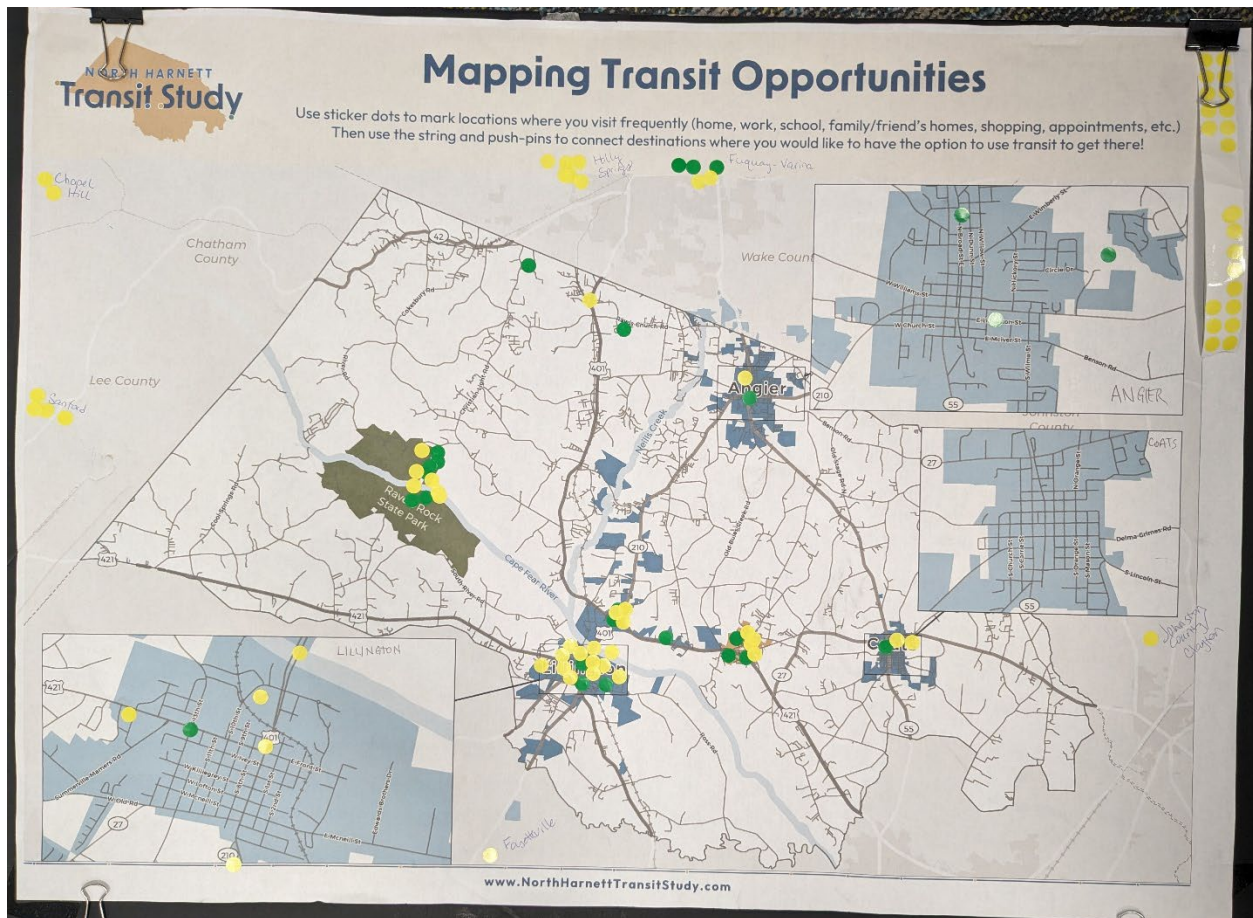


Figure 8. Results on Display Board from Pop-up Events

## Survey

A public survey, hosted on PublicInput.com, was utilized as a primary tool for informing the community on transit concepts, gathering insight into interest for and perception of transit options, and identifying needs and goals for potential transit recommendations. The survey period ran from March 11, 2024, to May 24, 2024, garnering 356 participants. The survey was divided into three sections and comprised of 12 questions, with optional demographic questions. PublicInput's translation feature, connected to Google Translate, established accessibility in 133 additional languages. A paper version of the survey was distributed to community members outside of in-person events, and also provided by CAMPO upon request.

CAMPO's PublicInput.com account hosted the survey and collected data from input received. Links and QR codes to the survey were shared on the study website, social media, at engagement events, in promotional materials, and Campbell University's faculty/staff newsletter. Print materials such as a handout and informational flyer promoted the survey's QR code to facilitate access for participants at engagement events and in public spaces. The informational flyer was also posted at several high-traffic locations in the study area and included a Spanish version on the reverse to engage a wider audience. All materials and promotional locations are presented in Appendix D.



## Section One

The online survey began with a brief introduction to the study, identifying its purpose and the study area boundary. After providing this context, the survey asked participants six questions about their primary modes of travel: if they'd used transit service before, familiarity with the Harnett Area Rural Transit System (HARTS), how important transit benefits are, level of interest in public transit, and concerns about transit. The following figures show the results to each question.

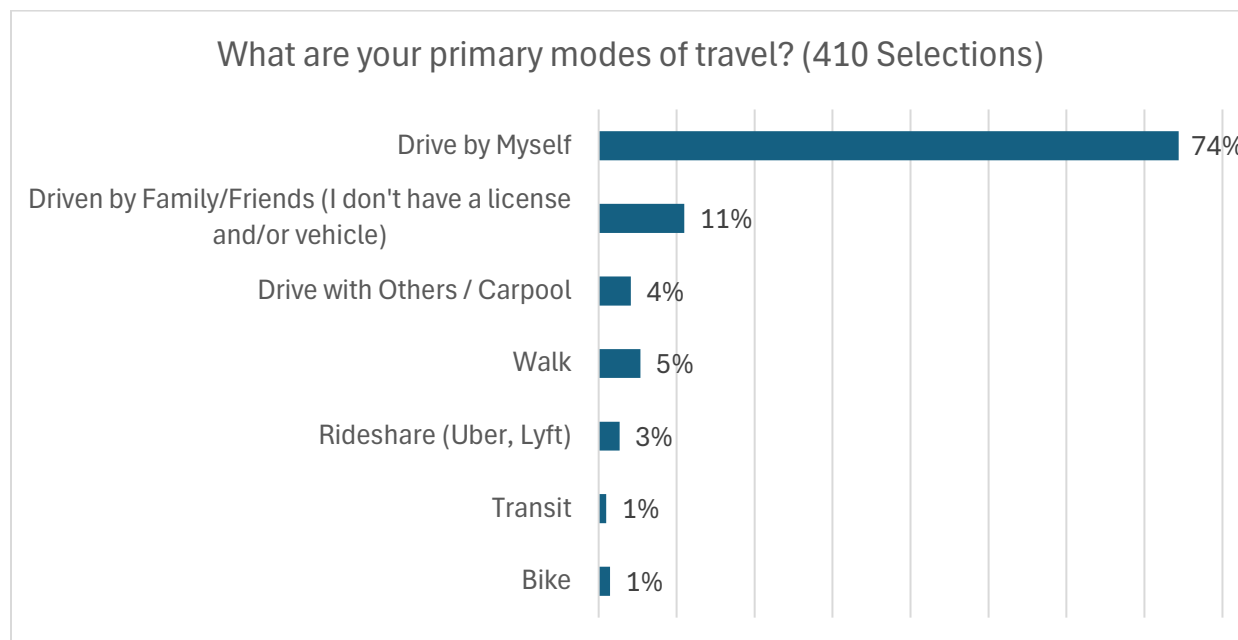


Figure 9. Respondents' primary modes of travel. More than one option was able to be selected\*

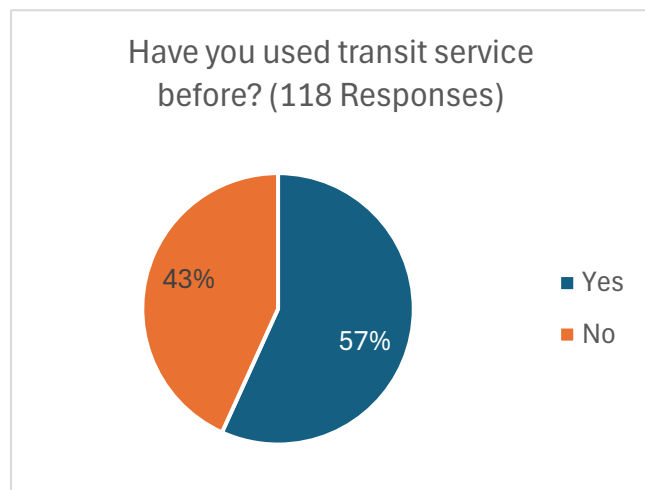


Figure 10. Percentage of participants who had or hadn't used transit service

Data collected from responses in the survey's first section reveals insights into the community's transportation habits, perceptions of existing transit services, and areas of desired expansion. While the majority of respondents had used transit services before, only 1% currently use public transit as a primary mode of travel. Most survey participants, 74%, drive themselves to reach their destinations.

When asked what transit service they have used before, most respondents commented that they've used larger transit services in major cities in the U.S., regional services provided by GoTriangle, as well as specific comments for "bus" services and using ride share services such as Uber or Lyft. The comments received can be found in Appendix E.

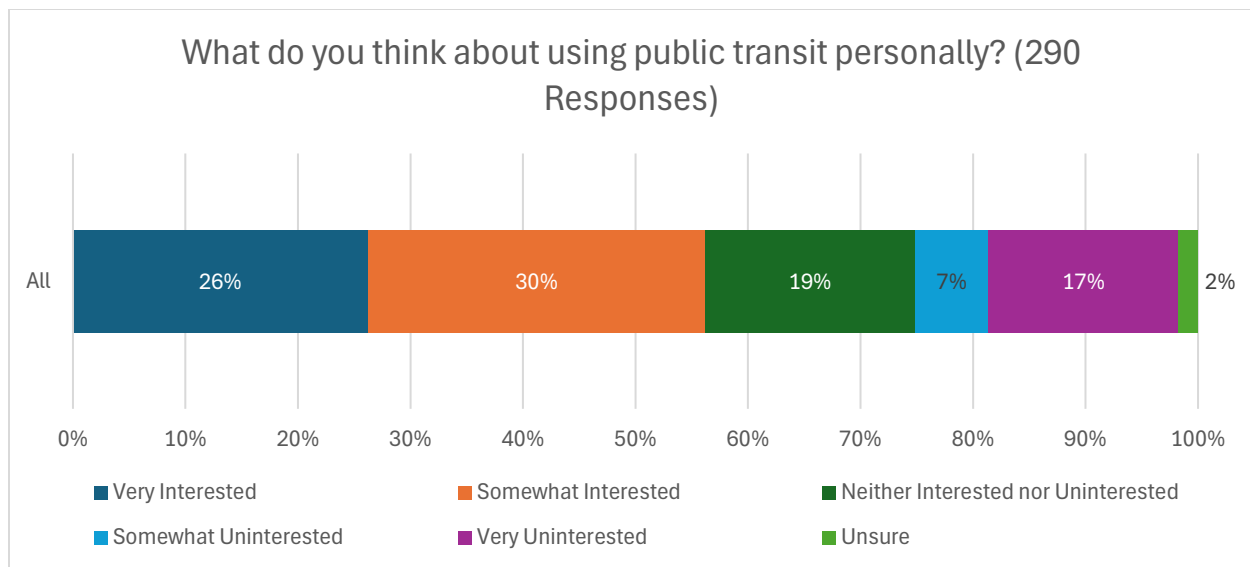


Figure 11. Respondents' level of interest in using public transit

Participants were asked how they personally feel about using public transit; the results are shown in Figure 11. Over 55% of participants were either very interested or somewhat interested. When looking at responses made by participants who identified as “65 years or older,” “disabled,” “having a household total income less than \$53,000,” or “representing a minority race” the percentage of those who are very or somewhat interested is much higher — 68%, 85%, 76%, and 78% respectively. A full comparison of the cross-tab analysis for each question can be found in Appendix F.

The next question asked participants to rate the importance of transit value statements with relation to deciding whether to support investment in public transit for North Harnett County. Table 3 shows the total rating of each statement by all participants on the scale of very important to not important at all.

Providing transportation options for seniors, disabled persons, and others who cannot drive was the most widely agreed upon value of transit service in a community, with 76% of respondents rating it as very important. This was followed by reducing unemployment by increasing access to jobs at 62%, and providing transportation options for low-income persons at 55%.

Again, participants who identified as “65 years or older,” “disabled,” “have a household total income less than \$53,000,” “represent a minority race,” or who noted they were personally very or somewhat interested in using transit rated each of these statements as more important than the average rating by all participants.

Table 3. Value statements and summary of ratings

Summary of all responses to statements – listed in order from most to least important by response	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
Provide transportation options for seniors, disabled persons, or others who cannot drive. (299 Responses)	76%	17%	4%	2%	0%	1%
Reduce unemployment by increasing access to jobs. (295 Responses)	62%	26%	7%	2%	1%	2%
Provide transportation options for low-income persons. (299 Responses)	55%	22%	13%	3%	3%	4%
Help people avoid congestion (reduces number of vehicles on roads). (294 Responses)	53%	23%	14%	4%	2%	3%
Encourage new businesses and employees to come to Harnett County. (289 Responses)	50%	24%	13%	3%	2%	8%
Make it easy for people to walk and bike more, to improve public health and/or reduce health costs. (293 Responses)	46%	22%	18%	8%	2%	4%
Support the development of denser, more walkable/bikeable neighborhoods and activity centers. (289 Responses)	42%	22%	17%	5%	7%	7%
Reduce the cost of transportation for a household, or help households own fewer cars. (297 Responses)	38%	25%	16%	7%	8%	5%
Help people drive less to improve air quality. (293 Responses)	33%	22%	22%	6%	9%	8%

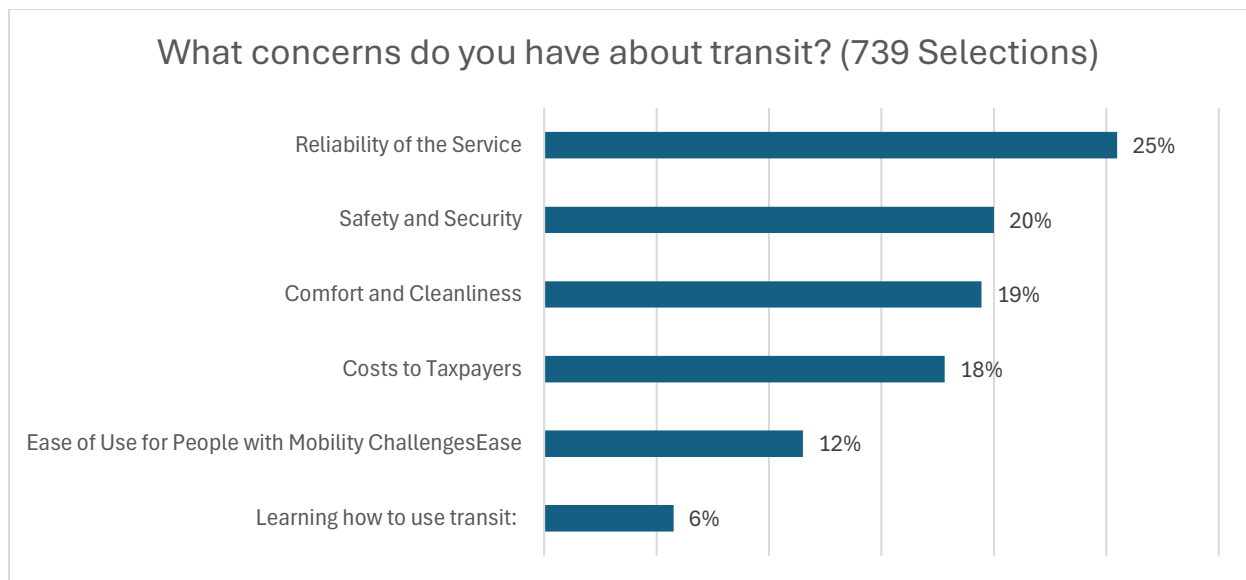


Figure 12. Concerns about transit

The last question in this section asked participants what concerns they have about transit. Figure 12 shows the responses from all participants, who were allowed to select as many options as they wanted. Reliability of service was the top concern among survey respondents, a theme echoed by existing HARTS riders whom the CAMPO team spoke with at pop-up events.

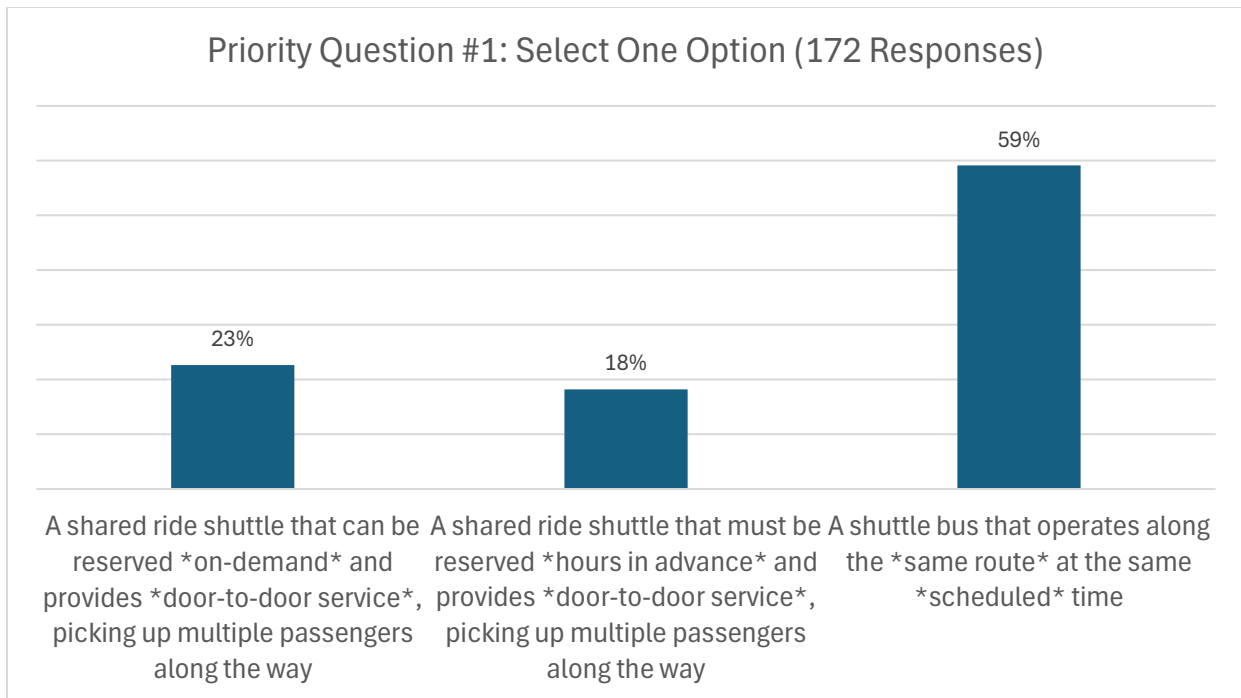
Participants who were “uninterested in transit” and have “5 or more people in my household” had a higher average for “Cost of Taxpayers” with 32% and 27%, respectively. Participants who identified as having a “household total income less than \$53,000” and “disabled” had a higher average for concerns about “Ease of Use” with 16% and 18%, respectively.

Participants who noted “other” concerns provided comments regarding the scheduling and convenience of services.

## Section Two

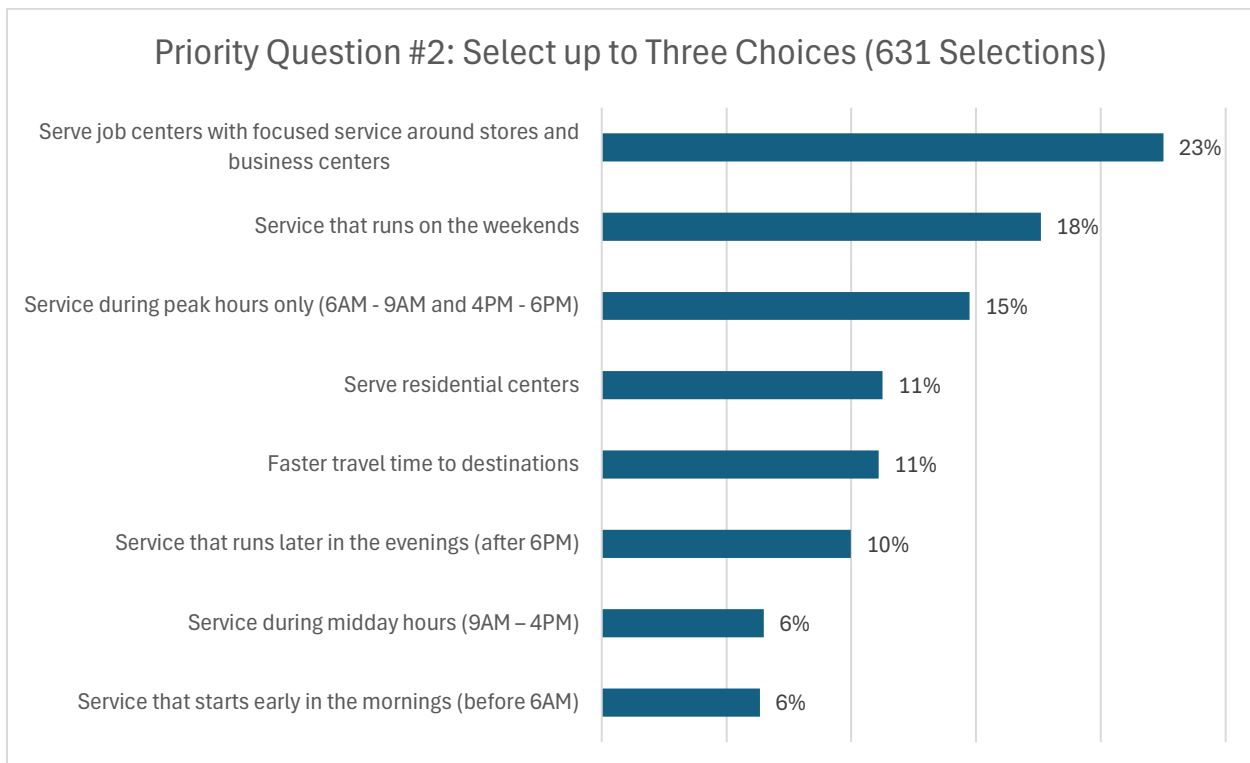
The survey’s second section sought to understand how participants would use transit in North Harnett County. Two PDF documents were attached at the top of this page — the study handout, and a Transit 101 presentation — to prime respondents with information about types of transit services and their benefits.

The first four questions of section two asked survey respondents what their top priorities are for a North Harnett Transit system. Figures 13-16 show the results as averages for each question.



*Figure 13. Priority question #1*

As shown in Figure 13, the majority of participants would prefer to have a shuttle bus that operates along the same route at the same scheduled time, as compared to a service that can be reserved on-demand or in advance and would provide a door-to-door service.



*Figure 14. Priority question #2*

The second priority question allowed participants to select up to three choices from a set of various service options, such as locations and scheduling. The top three choices were serving job centers, service that runs on weekends, and service that operates during peak hours (6AM – 9AM and 4PM – 6PM).

Figure 15 shows the results to the third priority question, which asked if participants would prefer to have local service or regional service. The responses were split 50/50 for this question. When considering other demographic information about the participants, those who were “uninterested in transit service,” have a “household total income less than \$53,000,” and “represent a minority race” leaned more towards having local service, whereas participants who identified as “65 years or older,” “interest in transit service,” or “disabled” leaned more towards having regional service.

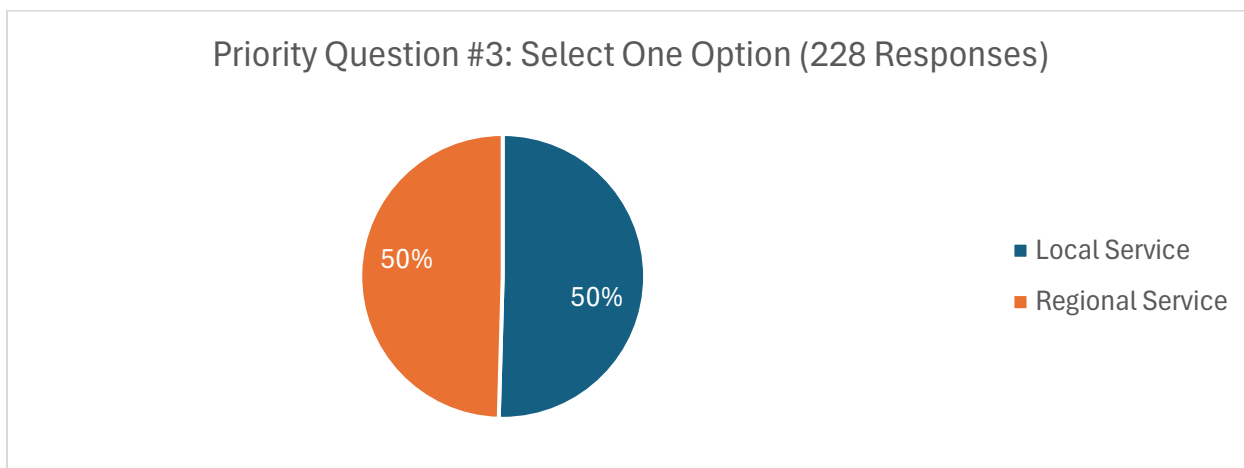


Figure 15. Priority question #3

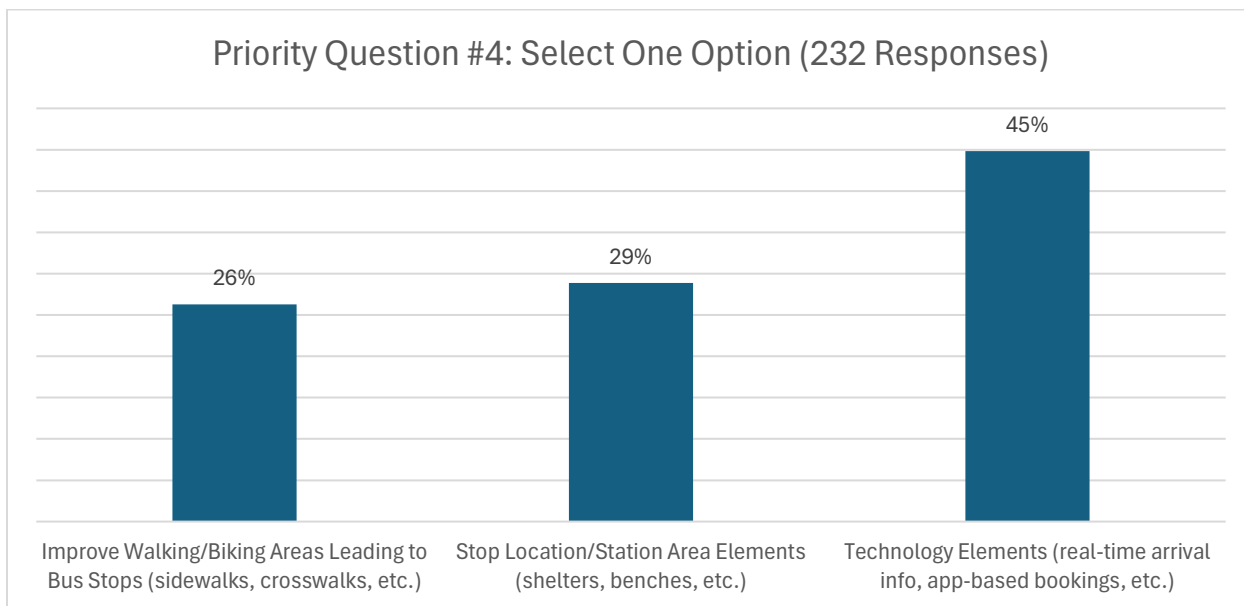


Figure 16. Priority question #4



The last priority question asked participants to select one section of additional infrastructure to be included in a local transit system. Technology elements including “real-time arrival info, app-based bookings, etc.” received 45% of the selections by all participants.

Following the priority questions, participants were asked how often they would use transit if their previously selected priorities were available, and what types of trips they would use transit for. Figures 17 and 18 present averaged responses to these two questions. While nearly a quarter of respondents indicated they would likely not use transit, more than half of respondents said they would be frequent users — meaning once or more per month — with 6% being daily users.

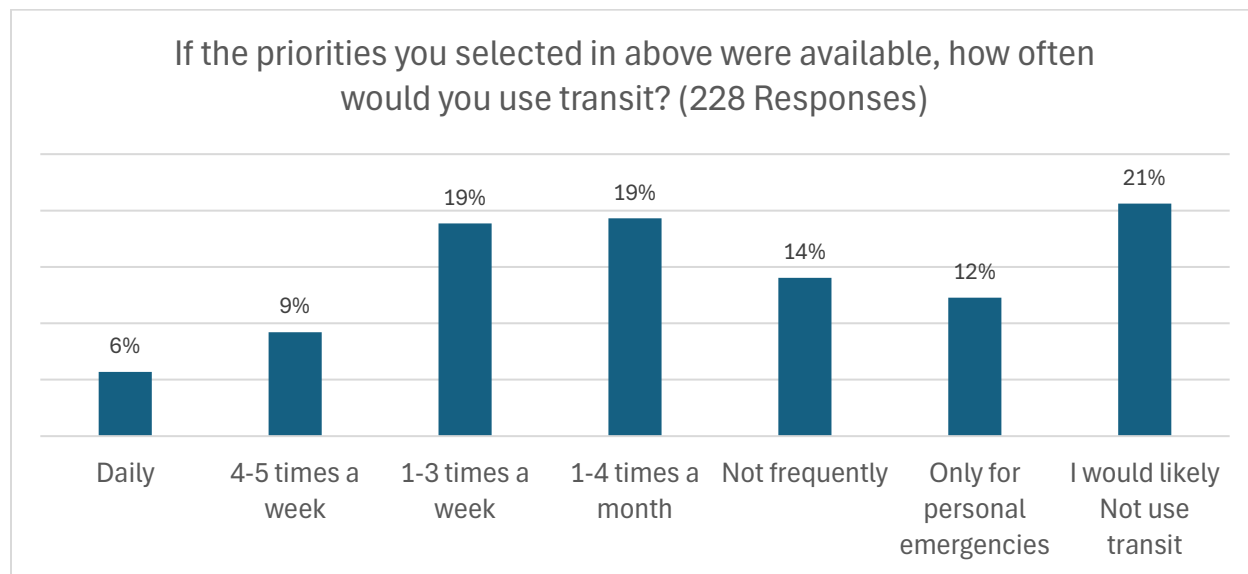


Figure 17. How often participants would use transit if their priorities were available

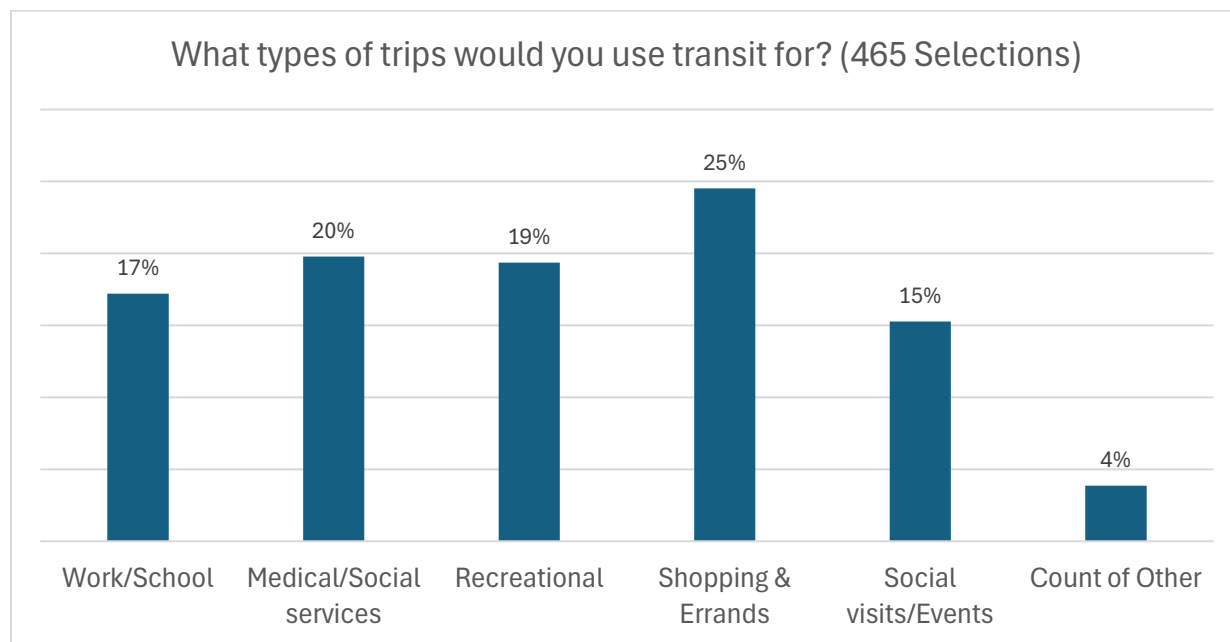
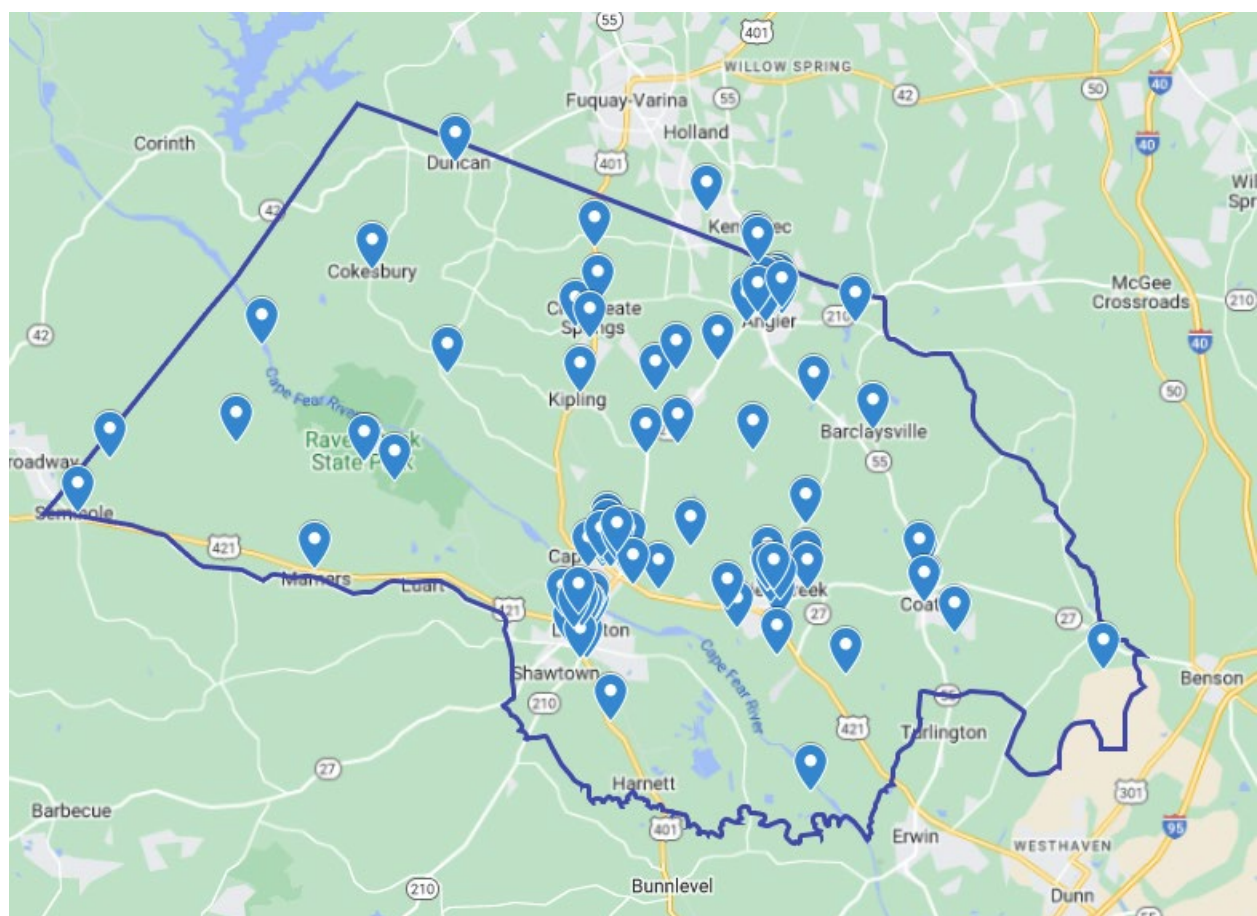


Figure 18. Types of trips participants would use transit for

Figure 18 shows that 4% of participants who answered the question selected other, which accounted for seven responses. Five of these responses were non-applicable comments stating that the participant would not use transit. One comment suggested transit for Campbell University students, and the last said they would use transit to access church.

The final question of section two was an interactive mapping activity that asked participants to drop pins where they would like to have transit service to. This question prompted respondents to choose destinations that were important to them, such as work and school, shopping and recreational locations, and places where they see family and friends. There were 37 markers placed on the map for this activity, and a table of comments can be found in Appendix G. The interactive map can be viewed here:

[https://www.google.com/maps/d/u/0/edit?mid=13tN8UuZ4G2kNSlpP7vxVzns4VMr\\_oYQ&usp=sharing](https://www.google.com/maps/d/u/0/edit?mid=13tN8UuZ4G2kNSlpP7vxVzns4VMr_oYQ&usp=sharing)



*Figure 19. Mapping activity with location markers*

## Section Three

Section three of the survey gathered demographic and additional information about participants. The first question in this section asked respondents how they learned about the survey. The vast majority, 62%, discovered it through social media. Email was the second most effective platform for capturing participants at 13%. All other promotional methods fell at or below 5%. Figure 20 presents the full results.

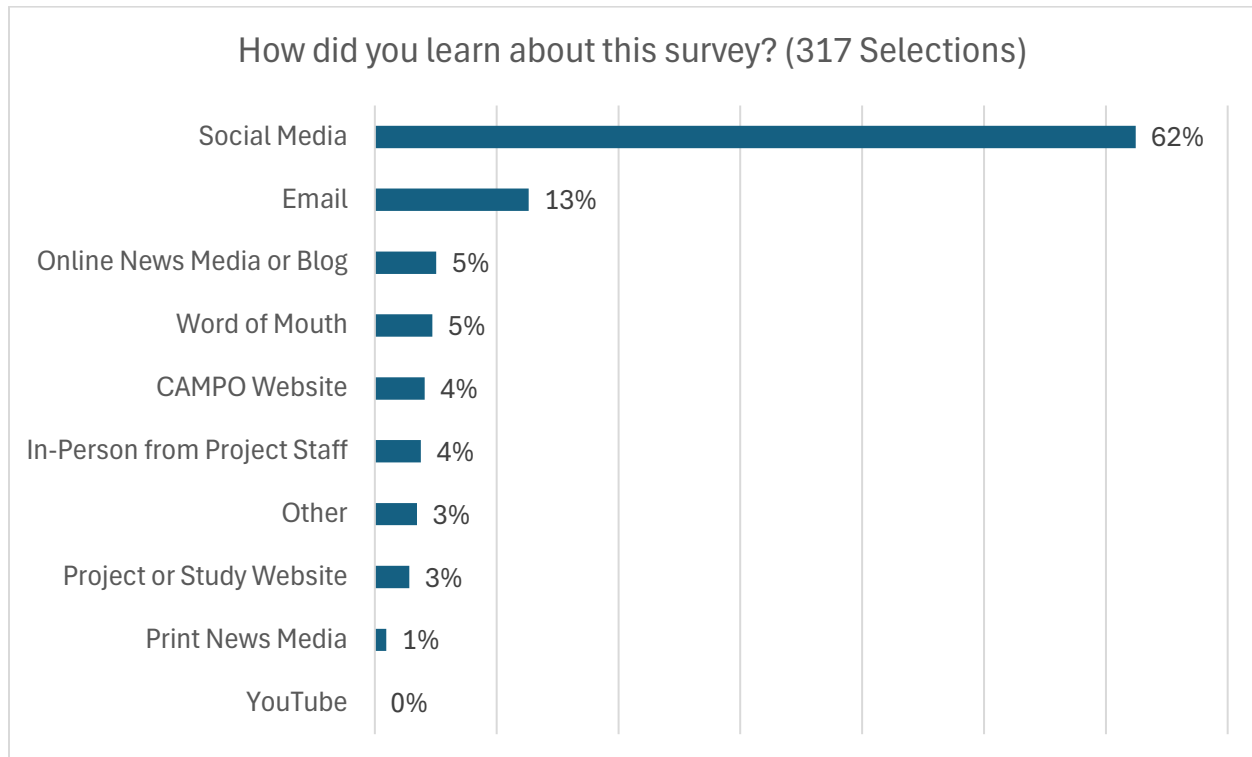


Figure 20. How participants learned about the survey

The final five questions of the survey served to collect demographic information. Tables 4-9 show the results.

Table 4. Age of participants

Age	Count	% of All Participants
I am 17 years or younger	0	0%
I am *18-24* years old	3	1%
I am *25-64* years old	215	60%
I am *65* years or *older*	57	16%

Table 5. Gender breakdown

Gender	Count	% of All Participants
I identify as a *woman*	17	5%
I identify as a *man*	234	66%
I identify as *non-binary* or *other gender*	1	0%

Table 6. Count of participants with a disability

Disability	Count	% of All Participants
I am or am considered to be *disabled*	21	6%

Table 7. Household characteristics

Household Characteristics	Count	% of All Participants
Five (5) or more people live in my *household*	29	8%
My *household's* total income is *at or under \$53,000* per year	36	10%
My household has *zero cars*	2	1%

Table 8. Race/ethnicity

Race / Ethnicity	Count	% of All Participants
I am of *Hispanic, Latino or Spanish* origin	14	4%
I represent a *minority* race or *2+* races (African-American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, Pacific Islander)	23	6%

Table 9. Participant location and occupation/school location

ZIP Code	Work/ School	% of All Participants	Home	% of All Participants	City	County
<b>27501</b>	<b>65</b>	<b>18%</b>	<b>108</b>	<b>30%</b>	<b>Angier</b>	<b>Harnett</b>
27505	2	1%	7	2%	Lillington	Harnett
27521	7	2%	15	4%	Coats	Harnett
<b>27526</b>	<b>39</b>	<b>11%</b>	<b>52</b>	<b>15%</b>	<b>Angier</b>	<b>Harnett</b>
<b>27546</b>	<b>57</b>	<b>16%</b>	<b>50</b>	<b>14%</b>	<b>Lillington</b>	<b>Harnett</b>
28323	2	1%	7	2%	Lillington	Harnett
28334	9	3%	10	3%	Dunn	Harnett
28339	4	1%	4	1%	Erwin	Harnett
27330	4	1%			Sanford	Chatham
27312			1	0%	Pittsboro	Chatham
27703	1	0%			Durham	Durham
27525			1	0%	Franklinton	Franklin
27522	1	0%	1	0%	Creedmoor	Granville
27504			1	0%	Benson	Johnson
27520	1	0%	2	1%	Clayton	Johnson
27524	1	0%	2	1%	Benson	Johnson
27577	1	0%			Smithfield	Johnson
27502	4	1%			Apex	Wake
27511	1	0%			Cary	Wake
27513	5	1%			Cary	Wake
27529	1	0%			Garner	Wake
27539	2	1%			Holly Springs	Wake
27540	3	1%	5	1%	Holly Springs	Wake
27545			1	0%	Knightdale	Wake
27560	3	1%			Morrisville	Wake
27592	4	1%	2	1%	Angier	Wake
27601	6	2%	1	0%	Raleigh	Wake
27603	5	1%			Garner	Wake
27604	2	1%			Raleigh	Wake
27605	1	0%			Raleigh	Wake
27606			1	0%	Raleigh	Wake
27607	3	1%			Raleigh	Wake
27609	3	1%			Raleigh	Wake
27610	3	1%	1	0%	Raleigh	Wake
27614		0%	1	0%	Raleigh	Wake
27615	1	0%	1	0%	Raleigh	Wake

## Performance Measures

As part of CAMPO's Public Participation Plan (PPP), four strategic focus areas were identified to help create an environment where regional transportation needs are prioritized and understood and to help CAMPO achieve its vision. Table 10 shows the Phase I activities as they relate to the performance measures selected for this study to ensure alignment with CAMPO's vision.

*Table 10. Phase I activities and performance measures*

Performance Measure	Phase I Activity
<b>Planning</b>	
Custom public engagement strategy developed for studies anticipated to include public efforts.	Completed – Public Engagement Plan (PEP) developed prior to Phase I.
Each engagement strategy should include stakeholder and equity mapping custom to geographic areas as scoped.	Completed – Part of PEP
<b>Documentation</b>	
Public engagement summaries should be provided to decision-makers in advance of endorsement, approval, or adoption of any study, plan, project that includes public engagement.	In Progress – Summary will be provided to decision-makers listed in PEP Stakeholder groups.
The summary should include description of engagement efforts targeting transportation disadvantaged populations as well as a segmented breakdown of Transportation Disadvantaged population input received.	Completed and documented in current summary.
<b>Inclusivity &amp; Accessibility</b>	
Meetings or outreach events hosted by CAMPO should occur in ADA compliant facilities.	Completed for Community Outreach events
Significant, overview materials for plans, studies, projects should be translated into, at least, the second most common language in scoped geographic area.	Compliant – All key materials translated into Spanish.
Final plan documents open for public comment and consideration by Executive Board, including PDFs, should meet WCAG 2 (Web Content Accessibility Guidelines) for persons with impaired vision.	N/A for current phase.
Online and hard copy maps and visualizations meant for use by general public must be viewable for persons who are colorblind.	Compliant in Phase I



In-person events for projects, plans, studies should occur within an identified Community of Concern area as identified in the MPO's Title VI Plan.	Compliant in Phase I
Outreach and Engagement activities should occur at events and locations not hosted/property of the MPO.	Compliant in Phase I
<b>Outreach – Timeliness of Communications</b>	
Public engagement summaries should be publicly posted to the MPO or project website before the next phase of engagement or consideration by the Executive Board occurs.	In Progress – Summary will be added to public website upon approval.
Update emails should be sent for all projects, plans, studies following endorsement/adoption, as well as following each public engagement phase.	In Progress – Email will be sent upon summary approval.

## Conclusion

The results from community and stakeholder engagement during Phase I of public engagement reveal a number of trends in transit usage and community desires for future transit service development. These findings have implications for challenges and opportunities in finalizing study recommendations and indicate areas of emphasis for Phase II.

While nearly three-quarters of survey participants use personal vehicles as their primary mode of transportation, trends in survey responses exhibit optimism and excitement for an upgraded transit network in the study area. This eagerness for expanded service was echoed by attendees of pop-up events, at which recurring themes of discussion were a lack of current transit service, interest in expanded options, and a consensus that transit upgrades would enhance mobility and support growth in North Harnett County. CTT members cited growth as the most salient opportunity present in North Harnett County, and, along with growth, a chance for transit to ease some of its challenges.

Data collected from the survey corroborates these themes, with more than half of respondents stating they would be frequent users of transit, and the percentage of people either “very” or “somewhat interested” in using transit falling between 68% and 85% for certain groups such as those 65 years or older, people with disabilities, representatives of minority races, and households that net less than \$53,000 per year. In tandem, discussion at in-person events and analysis of survey data suggest that there exists a potentially significant base of study area residents willing to utilize improved transit options should they be implemented.

There are several key factors for consideration based on community input garnered during Phase I of engagement, both for finalizing recommendations and potential implementation. Reliability of service is a top concern of those who responded to the survey, and more than half of respondents agreed that a fixed-route shuttle with a consistent schedule would be preferred

for new transit development. These community desires make clear that reliability, consistency, and predictability must be integral components of County-provided transit service for successful implementation. Correspondingly, nearly half of survey participants desire technological elements to augment reliability in transit options, particularly in the form of real-time arrival information, app-based bookings, and other relevant tools.

Related to consistency and predictability, flexibility is another trait that community members and stakeholders desire. Public officials were interested in longer service hours with flexible on-demand service, and HARTS bus operators heard passengers express a desire for more service options and flexibility to reach the places they want to go. In line with flexibility and expansion, a survey question about operational improvements revealed that the second highest priority of respondents was service that runs on weekends, followed directly by service during peak hours. Expanded hours of service at more frequent intervals could be a strong motivator for those interested in replacing or supplementing personal vehicle travel with public transit by facilitating access and allowing travelers to use the service when it's most convenient for them.

Transportation options for seniors, people with disabilities, and those who cannot drive, along with access to jobs were the two most highly valued transit usage cases among survey respondents and pop-up attendees. More than three-quarters of survey participants rated the former as “very important”, and both senior citizens and HARTS bus operators expressed that HARTS is at capacity regarding the service it can provide for this demographic. These revelations bolster the argument for reliable, consistent, flexible service that can replace or supplement personal vehicle travel for those who need to reach medical appointments, work, shopping destinations, and more.

The biggest challenges referenced by all audiences engaged during this phase are density and traffic, which are inextricably linked in the study area. CTT members named density as the most significant challenge that North Harnett County faces, an issue that only swells with the County's most significant opportunity: growth. Public officials and focus groups both voiced concerns about increasing traffic, citing a growing population and lack of updated infrastructure as primary causes. Survey participants also indicated concerns in this area, with more than half of respondents agreeing that reducing the number of vehicles on the road and avoiding congestion is a “very important” benefit that transit services can provide. Focus groups suggested that transit could be used to transport people to home or school, as well as support high density housing in the study area.

To reduce the number of personal vehicle users, lessen traffic, and satisfy an audience of cautiously optimistic community members during this period of growth, local agencies will need to provide enough reliable service options for people to comfortably put their transportation needs in the hands of public transit. Feedback gathered in Phase I also implies that broad hours of operation and higher frequency of service would be key factors in providing potential users the flexibility they desire to conveniently reach destinations.

## A. Promotional Materials

### Press Release

#### **CAMPO LAUNCHES TRANSIT STUDY IN HARNETT COUNTY, N.C.**

*North Harnett Transit Study Will Engage Public to Determine Demand and Recommendations for Public Transit*

**Angier, N.C.** – The North Carolina Capital Area Metropolitan Planning Organization (CAMPO) is pleased to announce the launch of the North Harnett Transit Study. This study aims to evaluate the support and need for transit in the portion of northern Harnett County, N.C. that overlaps with the CAMPO boundary.

As northern Harnett County continues to experience increased growth and development, CAMPO and local leaders are actively exploring mobility options, including transit, to serve the community. Public transit is a shared transportation system that can involve buses, shuttles, or shared rides that is accessible to everyone in the community. The benefits of public transit include providing alternative modes of transportation for people and connecting communities.

In the initial phase, the [North Harnett Transit Study](#) will engage the public through a comprehensive public outreach approach that includes a public survey, workshops with stakeholder groups, and community pop-up events. The goal is to assess the need and demand for transit services within the study area. This includes the towns of Angier, Lillington, Coats, and Buies Creek.

“We aim to understand how people in North Harnett County travel to work, school, appointments, stores, and to visit friends and family.” “There are various options for transit service in a rural area. It’s important we hear from the public on whether public transit could be a support for their everyday travel needs or in times of emergencies, and what they would like to see offered in their communities.”

The North Harnett Transit Study has a dedicated [website](#) where the public can access information about public transit, explore various transit options, share their transit preferences through a survey, sign up for study updates, and explore upcoming events.

The public survey is open now and input will contribute to shaping a shared community visions for transit in North Harnett County. Feedback is important to gauge community needs and desires for transit. The survey is open through May 19, and takes approximately eight minutes to complete.

In the final phase, the study will develop an implementation plan based on the public’s demand and interest in transit. The plan will define the transit service area, explore transit options, and provide recommendations for implementing transit solutions in North Harnett County.

**About N.C. Capital Area Metropolitan Planning Organization (CAMPO):** [CAMPO](#) is a regional transportation planning organization serving communities in Franklin, Granville, Harnett, Johnston, and Wake Counties. CAMPO serves as the coordinating agency between local

governments, the North Carolina Department of Transportation, the Federal Transit Administration, and the Federal Highway Administration.

###

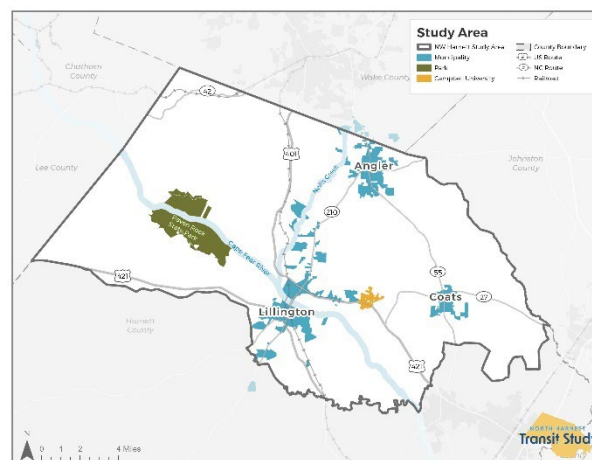
## E-Blast



### Exploring Potential for Public Transit: North Harnett Transit Study Launch

As North Harnett County continues to experience increased growth and development, **exploration** of various mobility options, such as public transit, is underway. The **North Harnett Transit Study** will identify transit needs and provide transit service recommendations for the portion of Harnett County that includes Angier, Lillington, Coats, Buies Creek, Raven Rock State Park, and Campbell University.

Join us on a journey to evaluate the support and need for public transit in northern Harnett County, and make recommendations for transit service options based on feasibility and input from the public, elected officials, and other stakeholders.



*The study area encompasses the northern section of Harnett County that overlaps with CAMPO's boundary. This includes the towns of Angier, Lillington, Coats, Buies Creek, Raven Ridge State Park, and Campbell University.*

What is Public Transit?

Public transit means transportation that everyone in a community can use together. It includes things like buses, shuttles, or shared rides. People use it to travel to work, school, the store, or to see friends.



Demand Response



Microtransit



Circulator Service



Commuter Express Bus

Explore the [types of transit services](#) that could be implemented in a more rural setting.

### What Are The Benefits?

Did you know that rural residents travel about 33 percent more than urban residents, according to the American Public Transportation Association? Public transit provides alternative modes of transportation for people and can connect communities in rural areas. Explore the [benefits of public transit](#).

### What Do You Think Transit Should Look Like in North Harnett County?

We value your input! Dedicate a few minutes to our survey and contribute to shaping a shared community vision for transit in North Harnett County. Your feedback is important for us to gauge community needs and desires for transit. ***The survey is open now, and takes approximately eight minutes to complete.***

### [Survey Link](#)

### Study Schedule

Phase I: November 2023 - June 2024

In the study's initial phase, the team will focus on discerning the local interest and need for transit among elected officials, staff of local jurisdictions, and the public. We will also assess the suitability of transit within the study area.

### **Visit us at community pop-up [events](#) this month!**

Phase 2: July 2024 – June 2025

In the final phase, the study team will develop an implementation plan based on the transit demand and input from the public and other stakeholders. The plan will define the transit service area, explore various transit service options, and provide recommendations for implementing transit solutions in Harnett County.

Questions or comments about the North Harnett Transit Study?

Contact the Study Team today!

# News Articles



Spotlight Money Desk Obituaries Classifieds Families First



NEWS WEATHER SPECIALISTS SPORTS BUSINESS OPINION CONSUMER HEALTH LIFE OUT & ABOUT

77°F

## WEATHER

58 NC counties are under alert, including Wake, Cumberland, Johnston, Wayne, and Harnett counties.

## BREAKING NEWS

Flash flood warning extended for Wake County until 7 p.m.

## LOCAL NEWS

### Growing part of Harnett County considering new transit system to ease congestion

Angier is part of a new study that will look at creating a new public transit system to help people move around northern Harnett County.

Posted 6:03 p.m. May 22 - Updated 8:35 a.m. May 24



By Matt Talhelm, WRAL reporter

Tt Tt Tt

There are several big road projects in the works to improve your commute in southern Wake County.

You see the construction of I-540 here.

And a bypass is planned to get around congestion in Fuquay-Varina on US 401.

Thousands of those cars are coming in from Harnett County every day. A new study is looking to get some of that traffic off the road.



Neighbors can see plenty of new homes under construction in Angier. This county's population is growing at a rate of about 6%. For most people here, the only way to get around right now is to get in the car and drive.

Angier Mayor Bob Jusnes sees the development happening around the quaint downtown.

"Angier is kind of the portal to Wake County for a lot of Harnett County," Jusnes said. "We've got a lot of new people coming in, a lot of new neighborhoods going up. We've got bypasses coming."

But there's no bypassing one byproduct of all that growth.

"We're kind of famous for getting stuck in a long line of traffic at rush hour," Jusnes said.

The town is part of a new study that will look at creating a new public transit system to help people move around this part of northern Harnett County.

"We want to get transit here, but funding for that stuff is finite," Jusnes said. "So, we really need to focus on the areas that need to be served and where they're going to go."

The study will focus on the area between Angier, Lillington and Coats. Right now, people make 48,200 car trips every day out of here.

Almost 22,000 of them are driving into Wake County.

There are even more car trips - nearly 56,000 every day - of people driving within this part of the county.

Transportation planner Gaby Lawlor is leading the study which will come up with a plan to get a new transit system up and running in the county.

"There's often this misconception that everybody wants to or can drive," Lawlor said. "If you make those investments in transit and make that service convenient and readily available, you are also more likely to get folks off of the road."

One option is micro-transit, which would provide on-demand shuttles similar to a rideshare.

"The good thing with that is it can help build that transit ridership and could eventually scale up to something bigger like having bus service," Lawlor said.

You can [take a survey online](#) right now to share your thoughts on bringing transit to that area. The survey is open through Monday.

LOCAL

## Is northern Harnett County ready for transit? Study aims to find out

BY RICHARD STRADLING  
MAY 23, 2024 7:00 AM



The N.C. Department of Transportation is building a bypass to carry N.C. 55 around Angier to try to relieve traffic in town. *NCDOT*



Only have a minute? Listen instead  
Powered by **Trinity Audio**

00:00

1.0x

02:53

Northern Harnett County is growing rapidly, but is it ready for a bus or other kind of transit system?

Answering that question is one goal of a study being done by regional transportation planners at the request of the county.

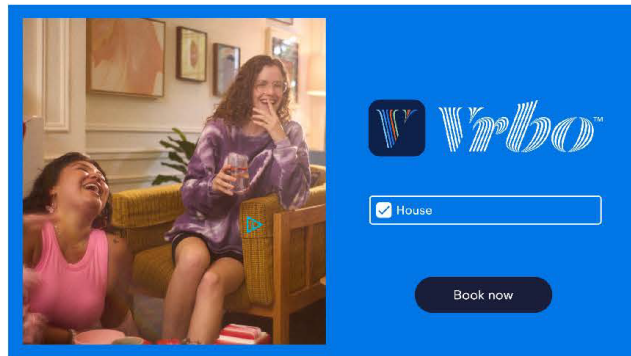
A key part of the study is a [public survey that's open through May 27](#). It asks people whether they would use transit and if so what kind and how. Options could include scheduled bus service or some sort of public on-demand rideshare.

The idea of public transit in Harnett County might seem far-fetched, but [the part of the county closest to Raleigh, Cary and Research Triangle Park is changing](#), said Lew Weatherspoon, former mayor of Angier and now a county commissioner.

“Harnett County has always been a very rural county. And people, myself included, we like to have our car,” Weatherspoon said in an interview. “But the growth in Northwest Harnett, Angier, Lillington, it’s starting down in Coats now — the growth is just exploding.”

#### TOP VIDEOS

AD



The influx of people from other parts of the country that have bus or other transit services might translate into support for it in Harnett, Weatherspoon said. Another factor might be the state of the county’s road system, which was built for a much smaller population and won’t be significantly expanded anytime soon.

“I don’t know if you’ve driven in this area recently or not, but I’ll tell you that the traffic is just horrendous down here,” Weatherspoon said. “I’m trying to think of ways that we can eliminate some of the traffic on the roads, some of the congestion that we currently have on our streets and highways.”

The study is being done by the [Capital Area Metropolitan Planning Organization](#), which does transportation planning for Wake and parts of four adjoining counties including Harnett. In addition to the public survey, CAMPO is meeting with elected officials, local government staff and key interest groups such as the business community, said spokeswoman Bonnie Parker.

"The analysis and engagement completed so far has all been positive and indicative that transit would be not only viable, but greatly beneficial for the county and its residents," Parker wrote in an email. "Ultimately, there will be a set of recommendations for initial and long-term steps toward determining a path toward providing transit services in Harnett County."

Weatherspoon said it's possible the study will suggest that Harnett County isn't ready for transit now or in the near future.



find out that what Harnett County is interested in is shifting."

For more information about the North Harnett Transit Study, including a link to the survey, go to [www.northharnetttransitstudy.com/](http://www.northharnetttransitstudy.com/).

#### RELATED STORIES FROM RALEIGH NEWS & OBSERVER

LOCAL

**Triangle's small towns stay hot, Raleigh growth resumes, latest census numbers show**

MAY 16, 2024 5:00 AM

LOCAL

**Work begins soon on the second leg of a new bypass around fast-growing Angier**

OCTOBER 03, 2023 6:00 AM



**RICHARD STRADLING**

919-829-4739

Richard Stradling covers transportation for The News & Observer. Planes, trains and automobiles, plus ferries, bicycles, scooters and just plain walking. He's been a reporter or editor for 36 years, including the last 23 at The

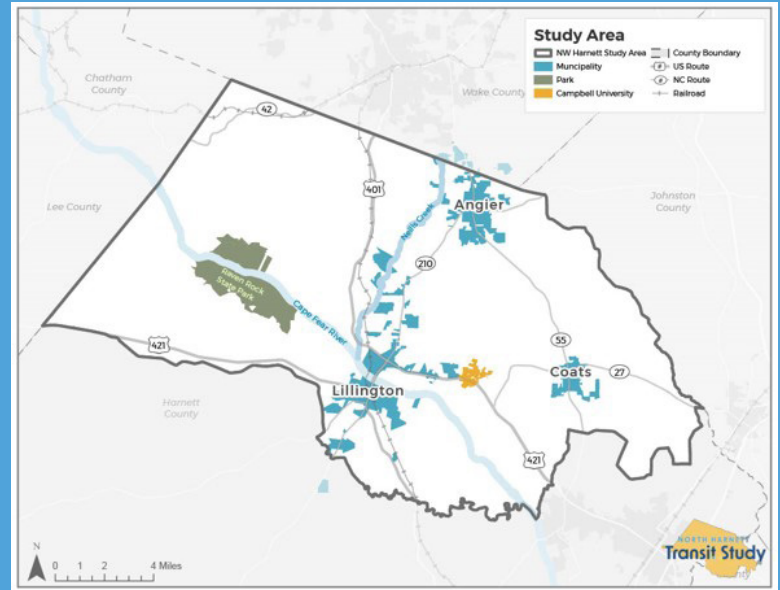
## B. Engagement Materials





# NORTH HARNETT Transit Study

As North Harnett County continues to experience increased growth and development, exploration of various mobility options, such as public transit, is underway. The North Harnett Transit Study will identify transit needs and provide transit service recommendations for the portion of Harnett County that includes Angier, Lillington, Coats, Buies Creek, Raven Rock State Park, and Campbell University.



The study area encompasses the northern half of Harnett County that overlaps with the Capital Area Metropolitan Planning Organization (CAMPO) boundary.

## What Is Public Transit?

Public transit means transportation that everyone in a community can use together. It includes things like buses, shuttles, or shared rides. People use it to travel to work, school, the store, or to see friends.



Work



School



Social  
Visits



Shops



Appoint-  
ments

## What Are The Benefits?



Access to  
Employment



Community  
Accessibility



Congestion  
Mitigation



Environment  
and Air  
Quality



Cost-Effective  
Transportation



Emergency  
Evacuation  
and  
Response



Sustainable  
Development



Quality  
of Life

## How Do Community Members Use Transit?



Transit helps Joe support his family in times of emergencies, like when he broke his leg and their family of 4 had one driver to get everyone to and from school, work, appointments, and social visits.

Single-parent Emily also benefits from transit. When her vehicle needs repairs and rideshares are unaffordable, transit helps Emily to pick up her son from school.



And for Alex, who sometimes works late and lives far away from the manufacturing facility, transit provides a safe and affordable way to get home after his regular carpool with coworkers has left for the day.



# What Does Transit Look Like?



## Demand Response

On-demand transit enables people to book and pay for rides via an app or a phone call. **RIDE** is an on-demand shuttle service in Wilson, NC, that replaced the fixed route bus system in 2020. RIDE is available Monday through Friday for \$2.50 a trip within the defined service area.



## Microtransit

Microtransit is an on-demand service (similar to Lyft or Uber) that allows users to request same-day service from a pickup location to a specified location. **GoWake Access** is currently launching a pilot project studying the use of microtransit in the northeastern areas of Wake County, NC.



## Circulator Service

Circulator bus transit is a short-distance, circular, fixed-route transit mode that takes riders around a specific area with major destinations. The **GoRaleigh R-Line Circulator** ran every 15 minutes and connected people to restaurants, retail, entertainment venues, museums, hotels, and parking facilities in downtown Raleigh.



## Commuter Express Bus

A commuter bus service mainly runs in one direction during peak commute times. It has limited stops, and travels on long routes, typically connecting the downtown area to suburban neighborhoods. **GoTriangle 305 Bus Service** is an express bus service that connects Holly Springs to Raleigh, NC.



Hop on board the North Harnett Transit Study website and discover how transit shapes our lives and connects communities.

[www.NorthHarnettTransitStudy.com](http://www.NorthHarnettTransitStudy.com)





# Let's Talk Transit!

As North Harnett County continues to experience increased growth and development, exploration of various mobility options, such as public transit, is underway.

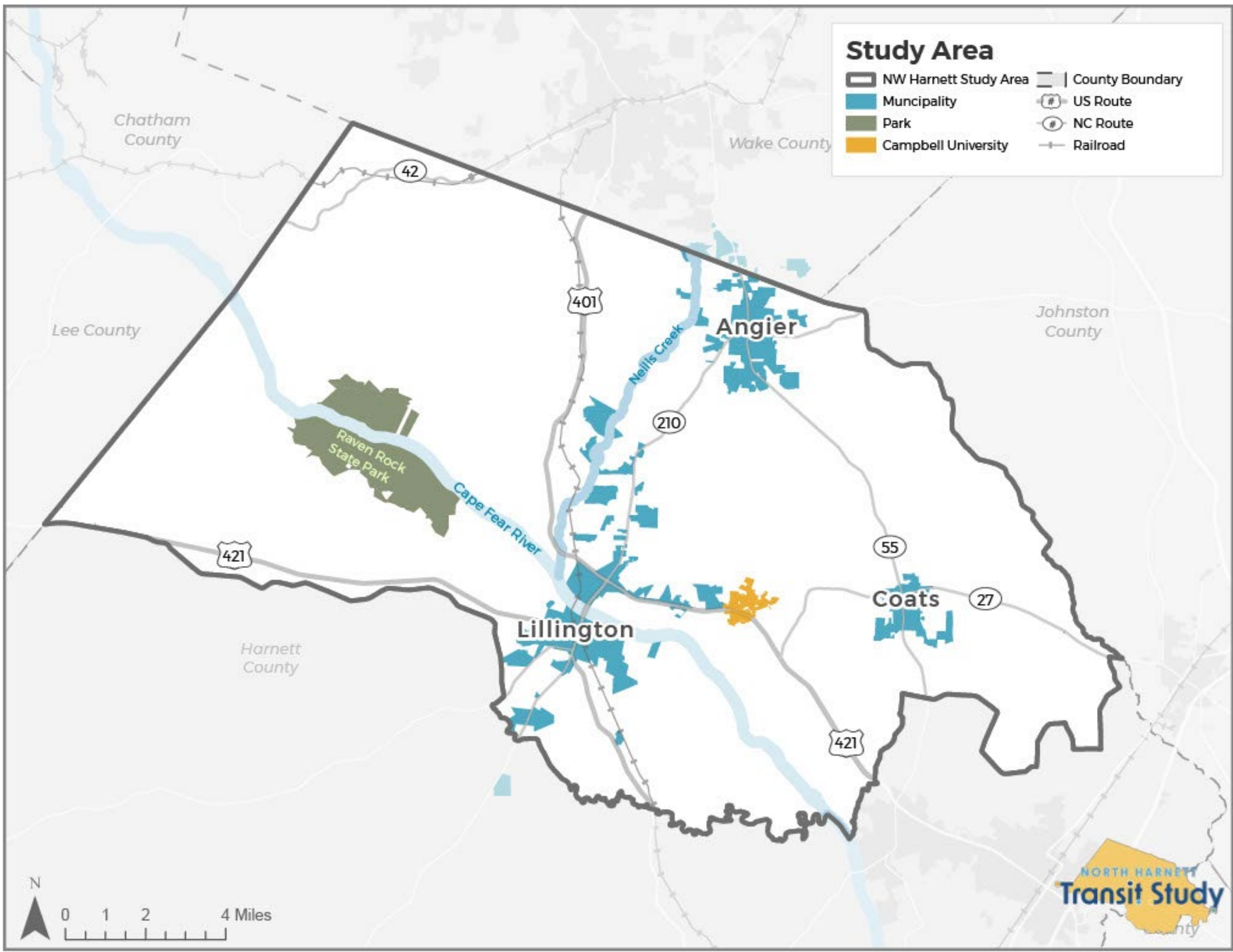
North Harnett Transit Study aims to:

**Learn** what residents and stakeholders think about transit service and various transit options in North Harnett County.

**Work** with the community to develop a vision for transit.

**Review** data on how people travel and how the area might grow to determine if there is enough demand for transit, and at what level.

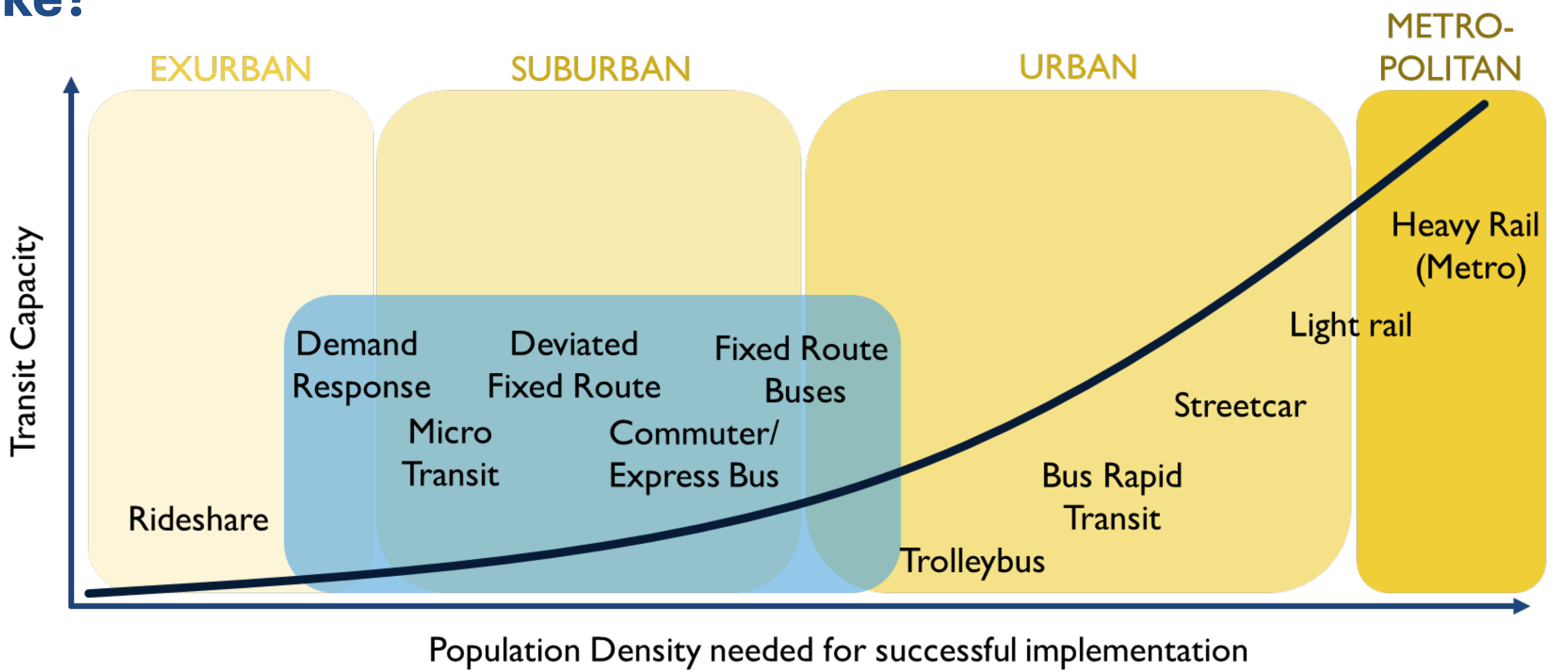
**Combine** the local transit demand and community desires with available transit service options to develop a strategy for how to make it happen.



## What can transit look like?

Different types of transit solutions can be used to solve mobility needs in communities that may not have the growth or density to support traditional public transportation used in more urban settings.

Below are some different types of transit services that could be implemented in a more rural setting.



**Fixed Route** – Prescribed route dropping passengers between stops using a fixed schedule

**Express** – fixed route with limited stops that typically connects outlying areas to a city center; usually operates Monday-Friday during peak commuting hours

**Deviated Fixed Route** – fixed route running generally at fixed times, but may deviate from the route, if requested

**Microtransit** – On-demand, public transportation with flexible routes

**Demand Response** – Non fixed route that requires advanced scheduling by the customer

**Paratransit** – Most often refers to wheelchair-accessible, demand response service.



### What do you think transit should look like in North Harnett County?

The Study seeks your feedback on the needs and goals for transit services to create a community vision for transit in Harnett County.

Take our survey to provide input:



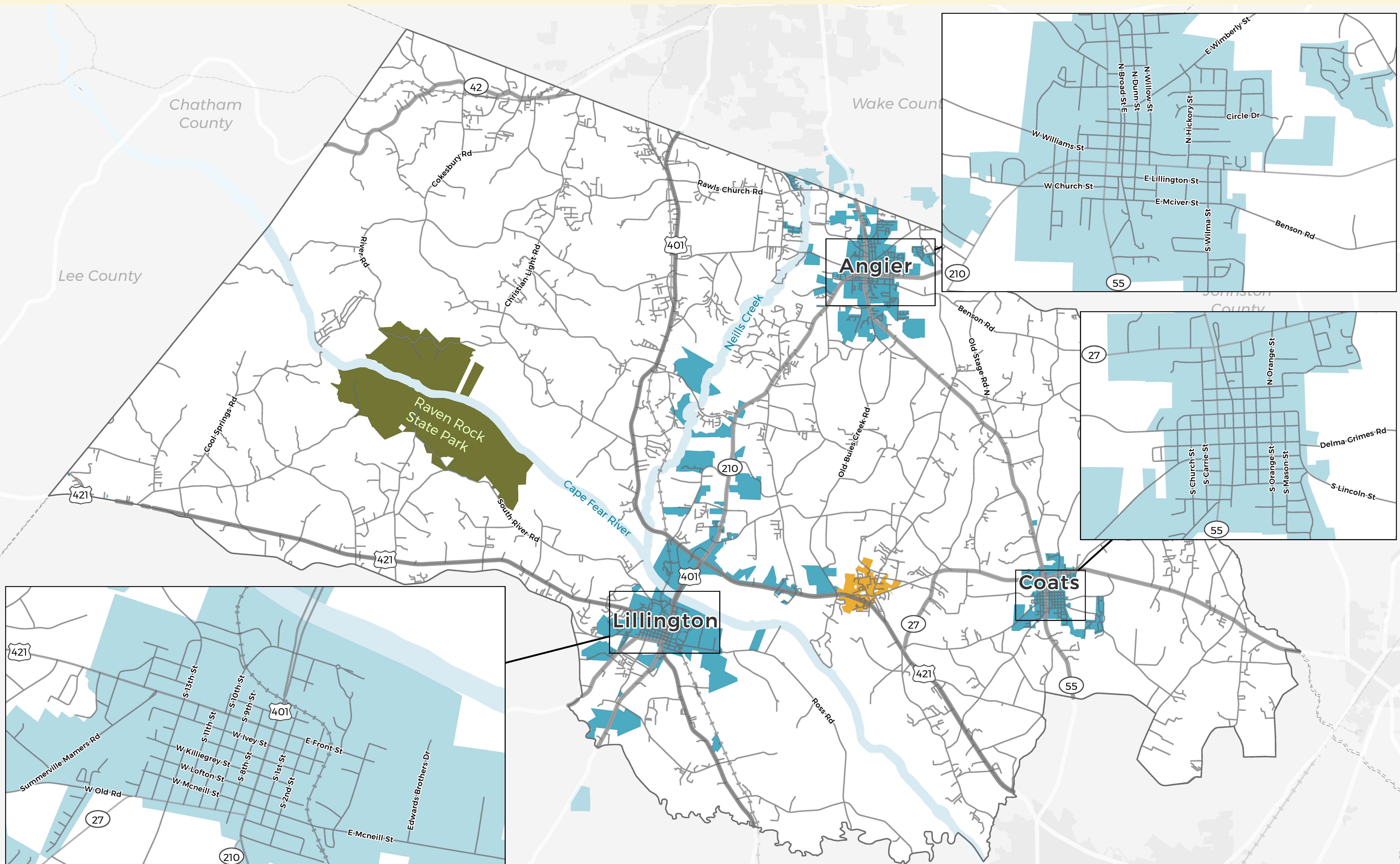
Visit our website to learn more:





# Mapping Transit Opportunities

Use sticker dots to mark locations where you visit frequently (home, work, school, family/friend's homes, shopping, appointments, etc.)  
Then use the string and push-pins to connect destinations where you would like to have the option to use transit to get there!







# Transit Mode Lib Game

A Fill-In-The-Blank Story About How You Move  
in North Harnett County

**Directions: Have some fun filling in a single unique word or phrase for each blank shown below. Then read your transportation story, Mad Libs-style.**

In the heart of Harnett County, excitement \_\_\_\_\_ as the  
*past-tense verb: (ex: flew, bounced, grew)*  
community prepared for the launch of their new transit service! The service will provide  
\_\_\_\_\_ journeys throughout the county, bringing passengers to  
*adjective ending with "ing": (ex: exciting)*  
their favorite destinations, like the \_\_\_\_\_ and the  
*local location: (ex: movie theater, pharmacy)*  
\_\_\_\_\_.  
*local location: (ex: church, sports field)*

\_\_\_\_\_ decided to take the first trip on the service with their friend  
*your name*  
\_\_\_\_\_. Together, they made their way to the boarding area by  
*friend's name*  
\_\_\_\_\_ and saw the \_\_\_\_\_  
*your favorite mode of transportation: (ex: biking)* *adjective: (ex: modern, silly, super-duper)*  
vehicle waiting for them!

Their driver, \_\_\_\_\_, greeted them as they climbed on  
*silly nickname: (ex: Sparky, Bubbles)*  
board. They were \_\_\_\_\_ to find there were already  
*emotion: (ex: happy, surprised, confused)*  
\_\_\_\_\_ passengers on board! As the vehicle set off, the passengers  
*number*  
\_\_\_\_\_, while enjoying their \_\_\_\_\_ ride to  
*past-tense verb: (ex: read, laughed)* *adjective: (ex: fast, happy, exciting)*  
\_\_\_\_\_. When they arrived, \_\_\_\_\_ turned to  
*local location: (ex: restaurant, school)* *friend's name*  
\_\_\_\_\_ and proclaimed – “This has been \_\_\_\_\_.”  
*your name* *adjective: (ex: cool, thrilling, quick)*  
Let’s do it again \_\_\_\_\_!  
*future time: (ex: tomorrow, next month)*

## C. Stakeholder Meeting Notes



## MEETING MINUTES

### Core Technical Team Meeting 1

**DATE:** November 29<sup>th</sup>, 2023, 3:00PM

**MEETING LOCATION:** 420 McKinney Pkwy, Lillington, NC 27546 and Virtual

**SUBJECT:** NW Harnett County Transit Feasibility Study CTT Meeting 1

#### ATTENDEES

Name	Organization	Name	Organization
Alex Rickard	CAMPO	Barry Blevins	HARTS
Ben Howell	Wake Transit	Bonnie Parker	CAMPO
Chance Torain	HARTS	Darius Studivant	NCDOT
Desiree Patrick	Harnett County	Eric Truesdale	HARTS
Gaby Lawlor	CAMPO	Greg Frank	Jetport
Jay Sikes	Harnett County	Leah Weaver	WSP
Mary Jane Sauls	Harnett County	Mike Rutan	Mid-Carolina RPO
Nick Holcomb	Town of Coates	Nick Morrison	NCDOT
Paul Black	GoTriangle	Phillip Geary	NCDOT
Sarah Arbour	Harnett County	Sarah Parkins	WSP
Shelby Powell	CAMPO	Tim Gardiner	Wake County
Uriah Parker	Harnett Co School System	Shivang Shelat	WSP

#### Meeting Highlights

##### 1. Project Description

Shivang presented the purpose of this study and what the steps of the study will be, the Harnett County 2032 Strategic Plan objectives and their correlation to this study, the project phases, and the project schedule.

##### 2. Types of transit

Shivang presented the transit appropriateness of different types of transit options based on population density as well as transit definitions and data and tools that will be used in the study. He asked the CTT members to let the study team know of any other data sources that would be helpful for this project.

##### 3. Vision setting

Sarah led the vision-setting live poll to help shape what the vision for the project will be.



**MEETING MINUTES**

**Live poll questions and responses:**

**What are three words you would use to describe Harnett County today?**

Suburban, changing, mysterious, growth, transition, underfunded, beautiful, changing, residential, home, picturesque, bedroom community, community, dynamic, congested, traffic, and split.



**What do you perceive as the most significant challenges to transit in Harnett County?**

Density, 2-lane highways, very rural, infrastructure, demand response limitations, low density, distance to job centers, public support, size of county, allure of cars, land-use, density, level of ridership, citizen awareness, funding.

**What do you perceive as the most significant opportunities for transit in Harnett County?**

Economic growth, demand, the interest of leadership, location, growing population, growth, increased density, attract jobs, increased access to health care and services, transit would be a great alternative to driving on 401, increased traffic.

Jay Sikes mentioned how the perception of Harnett County with transit could be perceived as being a great place to move to because it has transit. Barry Blevins mentioned that there is a perception that transit represents less freedom and that there is likely concern regarding the reliability of transit.

**What questions do you have about transit and shared mobility?**

Cost, How will transit work? Will it be easy for senior citizens to access?, How will medical transportation be a priority?, convenience, What is the county willing to do to be transit supportive?, Where will stops be located, How will routes be identified? How will it be funded? What if I miss my bus?, How will departure and arrival times meet my schedule?

Jay asked whether this study will identify details such as where bus routes and stops would be located. Gaby explained that this study will not go into that kind of detail. The study is more focused on exploring the appropriate type of transit service for the study area and developing a

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phased implementation plan. Identification of bus routes and stops would come further down the line.

### **What questions do you think the public has about transit and shared mobility?**

Costs to me, What type of transit would the county offer? Will the bus come to my house?, Is this going to happen in my lifetime?, Will I have to drive to a park and ride?, How often will the bus come?, Where does it go?, increased taxes, safety, What are the hours of operation?

#### **4. CTT**

Shivang presented the list of members in the Core Technical Team. He asked the CTT members to let the project team know if they think there is someone that should be added to the list. Sarah Arbour suggested adding the Planning director for the Town of Lillington to the CTT list.

Shivang presented the CTT roles and responsibilities. We will invite CTT members to join a project folder on Teams to review project materials. CTT members will review project and engagement materials before they go out to the public. The next CTT meeting will be in the third week of January. Doodle poll will be sent out to the members to decide on the date and time of the meeting.

#### **5. Stakeholder engagement**

Stakeholders will meet less often than the CTT members. Stakeholders are divided into public officials and three focus groups with a total of 63 members. The first focus group consists of developers, builders, realtors, and landowners. The second focus group includes schools, institutions, and parks and recreation. The third focus group contains civic and community organizations. Shivang asked the CTT members once again to let the project team know if they think there is someone that should be added to any of these lists..

Barry suggested adding a representative from the Senior Center in Harnett County. Jay suggested adding Charlotte Leach from workforce development. There was a suggestion to add a representative from a senior assisted living facility located off of US-401. Mike Rutan suggested adding Samantha Wullenwaber from Mid-Carolina Regional Council. Mike will send an email with this information. Desiree Patrick inquired whether it would be appropriate to invite community members to join the stakeholder focus group.

#### **6. Next Steps**

Shivang presented the next steps in the project. The next steps include a transportation market review, an evaluation of existing and planned transit networks, an analysis of demographics and transit propensity, a look at the current and future land use, data collection and analysis, stakeholder engagement. Shivang then opened the floor up for discussion.

Jay asked what the result of the feasibility study would be? Shivang mentioned that this plan will lay the groundwork for a future transit plan. Shelby mentioned that the first half of this study will inform the second half based on what we hear from the public. Barry mentioned

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that the demand is there for other transit measures, and we are behind. Barry is collecting information to send to Shivang. Barry will send no-show and denials data to the project team.

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### Core Technical Team Meeting 2

**DATE:** February 8<sup>th</sup>, 2024, 10:00AM

**MEETING LOCATION:** 700 McKinney Pkwy, Lillington, NC 27546

**SUBJECT:** NW Harnett County Transit Feasibility Study CTT Meeting 2

#### ATTENDEES

Name	Organization	Name	Organization
Barry Blevins	HARTS	Bonnie Parker	CAMPO
Darius Studivant	NCDOT	Desiree Patrick	Harnett County
Gaby Lawlor	CAMPO	Greg Frank	Jetport
Jay Sikes	Harnett County	Leah Weaver	WSP
Mary Jane Sauls	Harnett County	Nick Holcomb	Town of Coats
Paul Black	GoTriangle	Sarah Parkins	WSP
Shelby Powell	CAMPO	Shivang Shelat	WSP
Suvir Venkatesh	CAMPO	Tim Gardiner	Wake County
Tracy Honeycutt	Mid Carolina AAA	Uriah Parker	Harnett Co School System
Will Bratton	Campbell University	Richie Hines	NCDOT

#### Meeting Highlights

##### 1. Timeline

Shivang presented the agenda for the meeting and expressed the need for feedback on the material that will be presented to the elected officials. The timeline for the study was presented.

##### 2. Study Purpose

Shivang presented the study's purpose of determining transit supportiveness in the area and the steps needed.

##### 3. Transit Demand Analysis

Shivang presented the Transit Demand Analysis results. The transportation market review included the key destinations in the area. The key destinations are mostly in the municipal

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areas and include retail, civic and commercial centers. These are mostly located in the incorporated areas of the study, specifically Lillington. Key employment locations are mostly in Lillington north of the river. Outside of the incorporated areas you don't see large concentrations of employment centers. Shivang presented on the important transit demand analysis terminologies including study area, INEX, EXIN, ININ, CBC, Intrazonal, and Interzonal. The trip distribution in the study area includes 136,800 trips per day. Of these the daily trips that start from the study area are 104,000 and the trips that end in the study area are 88,600. EXIN trips are 32700 (24%), INEX trips are 48200 (35%), and ININ trips are 55700 (41%).

Greg Frank asked if these trips include through traffic and Shivang responded that the External-External EXEX trips were excluded from this study since they will not interact with transit but that we will look at some of the external trips.

Shivang presented the ININ trip analysis. ININ Intrazonal trips are the trips that start and end within the same census block. Of the total number of ININ trips, 75% are discretionary compared to the NC average of 70%. Discretionary trips are trips that aren't time-bound and are done at one's own discretion. There is no demand peak throughout the day in ININ trips if you exclude work and school trips. About 40% of the trips are walk or car passengers.

About 40% of the ININ trips are intrazonal (stay within the same census block group). These are very short trips. The concentration of these trips is higher in Campbell University and Lillington. The interzonal trips are the trips between different census block groups. The central band of the study area along NC 210 corridor has the highest concentration of interzonal trips. There are 42 interzonal origin-destination pairs with at least 200 daily trips.

A CTT member asked if we would also look at External trips and Shivang responded that we would in the subsequent slides.

Tracy expressed surprise that there were 997 trips in the northwestern most census block group.

Barry asked if this included transit trips and Shivang responded that it did but only a few hundred trips which isn't statistically significant and that these are daily trips.

Tracy asked why Erwin wasn't included in the study area since they have a lot of retail options and trips. Gaby responded that this study is in conjunction between Harnett County and CAMPO and this study is within the overlapping boundary of CAMPO and Harnett County which excludes Erwin.

Bonnie asked if the number of biking trips were really that small. Shivang responded that it was small since most of the roadways are 55 mph. There are no non-recreational bike trips possible because of insufficient infrastructure and the rural nature of the Study Area. Bonnie was surprised that walking trips were so much higher. Shivang said that a walking trip could be to a neighbor's house.

A few SSC members mentioned that a lot of the walking trips could be around Campbell University. Shivang mentioned that more people may be willing to walk than bike.

Shivang presented the INEX trips totaling 48,000. The median travel distance for these trips is about 14 miles and 70% are discretionary. It has a similar distribution of trips throughout the

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day to the ININ. Due to the median distance being so high walking trips have diminished a lot. Since these are longer trips the median time is 35 minutes. 45% of the trips are going to Wake County of which one-third are for work or school. One-fourth of the trips are destined for Harnett County outside the study area. Most of the trips going to Wake County are close to the Wake County and Harnett County boundary. Only around 1300 trips are ending within the beltline of Raleigh which isn't a lot.

Shivang presented the EXIN trips totaling 33,000. There was a similar distribution of trips throughout the day compared to ININ and INEX. 60% of the trips are discretionary and include people who are coming to Harnett County. A higher proportion are coming here for work and school. A quarter of the trips were made by car passengers. There is a similar median distance and time as the INEX trips. Most people who are ending their trip in the study area are starting outside Harnett County. 13% of the trips originate in Johnston County.

Desiree asked if these trips were on a weekday and Shivang responded that it was on a Thursday in Spring of 2023.

Tracy asked if it included medical trips and Shivang responded yes.

Key takeaways from the ININ travel analysis. Most of the travel is concentrated along the central band of the study area which is prime for deviated fixed route service along NC 210. There is a high proportion of beneficiaries of transit due to 40% of the trips being carpool or pedestrian. Trip distances short enough for providing a reliable transit service but too long to walk / bike.

The INEX and EXIN key takeaways include a lower share of total trips, higher share of non-discretionary time-constrained trips, stricter directionality, comparatively lower transit dependency, longer distances need more fleet to ascertain reliable trips. INEX and EXIN Trips are NOT ideal to form the first step of the transit implementation. These trips can be addressed during subsequent phases of implementation.

Gaby reminded everyone that as a part of the study we are looking at what could be included in a phased process that could build up ridership and the market for transit in the future.

Tim mentioned that medical trips are successful and that we must build upon that. The biggest issue is that everyone wants to go on a trip to different places. We need to build up in phases. Shivang responded that we need to identify groups that all travel to the same location. If that travel happens on a regular basis, then we can start with that and expand in the future.

Desiree mentioned that in her hometown the buses left from the mall and went out to the village centers. If we have a central location then the trips could go out to the popular destinations around the central location. Shivang mentioned that there might be destinations within the municipality that are also popular and that maybe the first step is to go from curb to curb and then it can be expanded from there.

### Demographics

Shivang presented the population density map within the study area. The map ranges from 79 to 1117 people per sq mi compared to the NC average of 215 people/sq mi. The northeastern part of the study area is more densely populated than the rest of the Study Area High



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concentrations are located in and around Angier and Coats and Lillington and Campbell University.

Shivang presented the persons below the poverty line map using data from the American community survey. The study area average is 18% compared to the NC average of 13.7%. Higher concentrations are located in the eastern part of the study area.

Shivang presented the minority populations map as a percent of the total population in a census block. Study area average was 31% compared to the NC average of 38.4%. Higher concentrations are located around incorporated communities such as northeast Angier, north Coates, and west Lillington.

Shivang presented the zero-Car households map. The study area averaged 4.4% compared to the NC average of 2.2%. Additional 10 percent of households are automobile deficient – which means there are more workers (age 16 and over) than cars.

Shivang presented the definition of Transit Propensity Adjustment Factors (TPAF). TPAF is the weighted likelihood of residents to ride transit as compared to the total population. TPAF is the ratio between the transit mode-share of the demographic group and the transit mode-share of the general population. TPAFs calculated for the wake county transit plan 2017 were used for this exercise. We used these numbers to generate the transit propensity for Harnett County.

Tracy Honeycutt asked if we came up with a propensity factor based on age. Shivang responded that we would try to calculate one based on age if the data is available, but that age is a factor that will be considered in the transit study.

Shivang presented the transit propensity map for the study area. TPAF >1 indicates that residents have a higher likelihood of using transit than average population in the study area. Parts of Lillington, Angier, and Coats exhibit higher TPAF than the rest of the Study Area

Shivang presented the existing and planned transit map. The highest concentrations are in Lillington and along US 421. Most of these trips are medical.

When the map was expanded a lot of trips were going to Dunn and the southeast side of the county. Most of these trips were medical trips. The destinations are concentrated but the origins are spread out. You need to book at least 2 days in advance and the bus must be back at the facility at 5pm. These trips aren't flexible.

Barry mentioned that a lot of the trips are for dialysis.

Shivang pointed out the park-and-ride just outside the study area that goes to Raleigh. The future transit planned in the MTP is a GoCary route between Apex and Angier that will have a higher frequency of trips. Further down the line we can connect to the GoCary route that connects in Angier.

### 4. Land Use Analysis

Shivang presented the future land use and new development maps. There is a higher density of future growth between US 401 and NC 210. The employment Corridors are along US 401 and US 421. The rest of the study area is mostly rural residential – low density development.

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Jay mentioned that there will be more mixed-use added to the land-use map.

Shivang presented a transit supportive designation based on different zoning codes. There is a mismatch between the Harnett County UDO and Comprehensive Land-Use plan.

The key takeaway from the Demographics and Transit Propensity analysis reveals an initial focus should be on higher propensity regions and low hanging fruits for successful and useful transit implementation. The key takeaway from the Existing and Planned Transit analysis is that connections to existing and future transit should be explored, and we should continue to strengthen the existing service. The key takeaway from the Land use analysis was that we need to match denser land uses with appropriate UDO regulations to set up the region for successful transit utilization.

Shivang presented the transit supportive pattern maps and areas that support transit.

### 5. Upcoming Elected Officials Meeting

Sarah Parkins introduced herself and said that she is leading the public engagement for this study. Sarah presented the list of elected officials that have been invited to the elected officials meeting on Wednesday, February 14<sup>th</sup>. Gaby mentioned that we will follow up with these slides after the meeting.

Nick Holcomb mentioned that the mayor and someone involved in the senior center would be good to add to the list.

The meeting will look very similar to this meeting as well as an overview of public engagement and a transit visioning exercise. We want to know what the public and elected officials think.

Shelby mentioned that it's going to be brought up on what the cost is to provide some of these services. Sarah responded that we would respond that the cost would be a part of the study but that right now we are just wanting to get a vision and feedback. Shelby responded that it would be good to look at some of the cost benefits of different options.

Jay mentioned that we are just trying to peak people's appetite and keep things high-level so we don't get stuck in the weeds.

### 6. Transit 101

Sarah presented the educational campaign that will be launching with the public engagement to get everyone on the same playing field regarding what is transit. Some people might not understand some of the benefits and trade-offs of transit. This will give people the same dictionary of transit that will then help them tell us what they want. We will be using this to also help the elected officials have the same baseline of knowledge and understanding.

Sarah presented some of the benefits of transit and asked for feedback.

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Shivang mentioned that transit can help with personal emergencies when you can't drive your car anymore.

Bonnie mentioned one of the things we hear communicated a lot and that older communities need more options for transportation. Will that play well in this community? Tracy responded that the number of older adults will continue to rise and the importance of focusing on transportation for these older adults as a benefit to transit. When you look at transportation to medical appointments outside of the county, a lot of people need to go further outside of the county.

Sarah presented some of the challenges to developing transit in the study area.

Sarah presented case studies in NC that could be applied in Harnett County.

Greg Frank asked if the rides are free in Morrisville because they are paying for it and Sarah responded yes.

Jay asked if the rides were just in June of 2022 for the Morrisville NC Case Study.

### 7. Navigating Transit Activity

Sarah presented an example case to discuss. Barry mentioned that there aren't many Transportation Network Companies (TNC) options available in this area like uber or taxis.

Sarah broke everyone into small groups to discuss scenarios.

Scenario 1 feedback:

Bonnie mentioned that having a facilitator with the group is helpful to flesh that out. Darius mentioned having a moderator who is familiar with transit and most people that show up won't have a lot of familiarity with transit.

Scenario 2:

Shelby identified a need to change the scenario since the child needs immediate care with a fever. A medical appointment or regular appointment instead of an emergency situation would be better and to make it an early release from school. Is she in a low-density area that won't be supportive of a fixed route system?

Scenario 3:

Jay mentioned that their group talked about partnering with the company to preschedule a rideshare option. Shivang mentioned that maybe we change the late-night scenario to a regular daytime shift. Group three also discussed sponsored shuttle service and lobbying to adjust the route.

Scenario 4:

The scenario needs to be changed to a male college student due to safety concerns parents might have for a high school girl.

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Sarah mentioned that the idea is that we are trying to put the elected officials in the shoes of someone who might need transit.

Desiree mentioned that the questions should be kept on the screen for people to look at during the discussion.

Sarah presented the next steps for public engagement including the website, stakeholder focus group meetings, pop-up events, promotional materials, and an online survey.

Sarah requested Harnett County images to use on the website as well as any community events to have the pop-up events. She also asked for suggestions on what are some good areas to put a yard sign that would reach a lot of the community.

### 8. Next Steps

Shivang presented the next steps in the project including the public officials' workshop, finalizing the maps and memo, public and stakeholder engagement, and the next CTT meeting in June. Please contact Gaby or Shivang if you have any questions or comments on the material presented during the meeting.

## MEETING MINUTES

### NW Harnett County Focus Group 1 Meeting

**DATE:** March 20<sup>th</sup>, 2024, 9:00AM

**MEETING LOCATION:** 455 McKinney Pkwy, Lillington, NC 27546, Room 103BC

**SUBJECT:** NW Harnett County Transit Feasibility Study Focus Group 1 Meeting

#### ATTENDEES

Name	Organization	Name	Organization
Barry Blevins	HARTS	Chance Torain	HARTS
Maria Mills	Carolina Charter	Aaron Fleming	Harnett County Schools
Britt Davis	Campbell University	Will Bratton	Campbell University
Shivang Shelat	WSP	Sarah Parkins	WSP
Gaby Lawlor	CAMPO	Leah Weaver	WSP

#### Meeting Highlights

##### 1. Project Introduction

Gaby Lawlor introduced herself and the project. She mentioned that the study will be a year and a half long project broken up into 2 phases. The first phase will focus on developing the vision for transit in North Harnett County and is engagement heavy, and then during the 2<sup>nd</sup> phase, we will look at how to implement the vision. This is the 2<sup>nd</sup> focus group meeting, and we will have other public engagement activities coming up. The project was initiated by CAMPO and Harnett County. Shivang presented the meeting agenda and introduced the Who What Why of the project, the project purpose, and the study area.

##### 2. Transit 101

Sarah led a PollEverywhere live poll.

**Poll Question 1** – What does transit mean to you?

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Responses

Getting where you need to go	
Management of commuter population	
Car train bus carpool	Public
Getting from place to place ( easily lol)	
Rail and bus	

**Poll Question 2 – What is the perception of transit in the community?**

Responses

Crowded infrastructure	Commute	Access
Easy to navigate	Commute	Unavailable
Lack of knowledge	Too much growth	Traffic

Mr. Britt Davis asked what is the definition of transit that we are using in the question and Sarah responded that we will go over the definition later but just want to know people's perspective regardless of whether they know a particular definition.

Shivang presented a section answering the question of what transit is, what are the different types of transit and how are the peer agencies providing transit to their residents.

**3. Travel Patterns and Demographics**

Shivang presented the study area travel patterns and demographics of the study area. These demographics help us to see where those more likely to use transit are in the study area. The demographics analysis helps identify where transit-dependent populations are concentrated. In the study area we have 1 in 5 people (20%) that live below the poverty line compared to the statewide average of 14%. The range is 0 to 48% within the study area. Roughly 33% of the study area population is classified as Minority, with some block groups showing as much as 50%. About 1 in 20 houses (5%) do not have a car, which is twice as high as the statewide average. 10% of households are car deficient, meaning they have more adults than cars. 1 in 7 households in the study area are car deficient. About 15% of the study area is elderly and 20% is under 18. The highest population density is on the northeastern side of the study area.



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Shivang presented the trip distribution within the study area. 55,700 trips start and end within the study area (ININ) which is about 40% of the total trips. 48,200 trips start within the study area and end outside the study area (INEX). 32,700 trips start outside the study area and end within the study area (EXIN). This shows us that there is enough internal demand within the study area for transit.

Mr. Britt Davis and Mr. Aaron Fleming were surprised that most of the trips are staying or coming within the study area because their perception was that most people were leaving. Mr. Aaron Fleming asked if school trips are counted in these numbers and Shivang responded that they are counted in this information. Most of the trips that leave the study area stay within 10 miles. Gaby said that others have been surprised to learn that as well. Mr. Britt Davis said that working for a college, his perception is based on those people. Shivang said that the central band and NC 210 corridor is the highest traveled corridor within the study area. Filtered for all non-commercial travel where destination was not Home, Hotel or Airport. 41% of the trips are staying within the study area. About 75% of the trips are discretionary trips that have a flexible time such as trips to the grocery store or running errands. These trips are not dependent on strict schedules.

Mr. Britt Davis asked about the key takeaway slide, showing that 40% trips are carpool or pedestrian trips. Shivang explained that 20% of the trips are individuals driving with someone and 20% are pedestrian trips. Mr. Britt Davis commented that this information was really fascinating to him. It's tied to the explosive growth in population in the area. Shivang responded that many of the trips are shorter than we would imagine - 2.2 miles / 10 minutes long, which are good indicators of trips that could be served by reliable transit service. Most of the travel is concentrated along the central band of the study area. 40% of trips are carpool or pedestrian which are high beneficiaries of transit. Trip distances in the study area are short enough that they could be served by reliable transit service, but too long to walk or bike.

Shivang presented a summary of the INEX and EXIN trips. EXIN trips are a lower share of total trips and have a higher share of non-discretionary, time constrained trips. They have stricter directionality which correlates to comparatively lower transit dependency. EXIN trips are longer distances which would need more fleet to ascertain reliable trips. The EXIN and INEX trips have a higher share of time constrained trips and are not ideal to form the first step of transit implementation and can be addressed in subsequent phases of implementation.

Gaby mentioned that we can start with something smaller like micro transit and then scale the transit service up in the implementation plan for immediate and long-term growth.

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Mr. Britt Davis mentioned that it was interesting that 70% of the trips were discretionary, and that of the trips coming into the study area, there is a lower percent for work and school.

Mr. Aaron Fleming sees a lot of the trips going to work, heading south.

### 4. Creating the Vision

Sarah led questions, aimed at gathering input to help create the vision for transit in the study area.

**Poll Question 3** – Three words that you would use to describe Harnett County today.

Responses

Catching-up	Changing	Behind
Destination	Growing land suburban	
Growing	Growing	Growing

**Poll Question 4** – What would you say are the most significant challenges in Harnett County?

Responses

Need businesses	
Perception growth infrastructure	
Resistant to change	Infrastructure

**Poll Question 5** – What are the most significant opportunities?

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Responses

Thoughtful	Change	Development
Economy education development		
Desire for growth	Innovation	Water
Education	Land	

**Poll Question 6** – What concerns do you have about transportation, transit, or development in North Harnett County?

Responses

55 and 210 will soon be choked without a plan		
Highways from Harnett to surrounding counties		
Communication	Communication	Resistance
Information	Funding use roads	Cost
Too quick		

Sarah asked if “communication” was about people who don’t know about these services.

Mr. Aaron Fleming responded yes and then mentioned that the river is great for quality of life but also a setback because you need a bridge to cross. There are only 2 places in the county to cross, which you have to take into account for school redistricting. This would help for transit as well.

Mr. Britt Davis mentioned that once the 210 improvements open up the traffic along that section will increase.

Mr. Aaron Fleming mentioned that a lot of people aren’t big on growth but it’s already here. Sarah responded that we want to honor what people want but create a system that helps maintain the vision and provide services to facilitate meaningful growth.

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**Poll Question 7** – Are you seeing any interest from the community today around transit?

A A lot

B Some- 33%

C None- 67%

D Not sure

**Poll Question 8** – Would access to transit help your staff get to and from work? Or help in recruiting / retaining staff? Shivang commented that this question would also apply to students.

A. A would help a lot

B. Would help some- 100%

C. Would not help

Mr. Britt Davis mentioned that many of the hourly workers come from all over, within and outside of the county.

Mr. Aaron Fleming mentioned that he thinks Guilford has a partnership that helps kids get home after school. He has also heard of parents using the HARTS system to get their kid to a doctor's appointment. Sarah responded that we have looked at scenarios to help kids get where they need to go.

Shivang asked if Mr. Aaron Fleming has seen a reduction in students getting their license and Mr. Aaron Fleming said he hasn't seen a drop but that it takes longer to get your license. There has been a drop in athletic participation.

**Poll Question 9** – What kind of opportunities could transit present to the people you serve?

Responses

Recruitment retention staff

Reliable

Access

Access

**Poll Question 10** – Which enhancements would be most beneficial to your visitors, students, and staff?

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Response options	Count	Percentage
Fixed schedule weekday service	1	25%
Flexible schedule weekday service	1	25%
<b>Longer service hours, starting earlier in the mornings</b>	<b>2</b>	<b>50%</b>
Longer service hours, ending later in the evenings	0	0%
Saturday service	0	0%
Sunday service	0	0%

**Poll Question 11** – Ms. Maria Mills commented that the immediate thinking is that we are trying to alleviate traffic, and she hasn’t considered Saturday and Sunday service. She doesn’t have the scope for people who would benefit from weekend service. Shivang responded that the 1 in 7 people who are car deficient would benefit from other times outside of the normal.

**Poll Question 12** – Are there any special events/ festivals that could benefit from transit?

Responses

Campbell athletic events, theatre arts

Graduation

Sarah mentioned she’s heard there wasn’t enough parking for graduation at Campbell.

Mr. Aaron Fleming mentioned that HARTS has done some services for graduation in the past.

Mr. Will Bratton mentioned that there is plenty of parking but it isn’t all considered close.

Mr. Britt Davis responded that there is plenty of parking within a 10-minute walk. Is there a need for friends and family that need to go to a graduation using transit – probably yes.

Mr. Aaron Fleming said he wonders if some people are streaming graduations due to accessibility issues.

**MEETING MINUTES**

**Poll Question 13 – What kind of service do you think should be prioritized?**

Response options	Count	Percentage
Mostly local service with some regional service	0	0%
<b>Balance of local service and regional service</b>	<b>3</b>	<b>100%</b>
Mostly regional service with some local service	0	0%

Mr. Britt Davis mentioned he was curious about the 48,000 trips going out. Do you all have metrics or data on what percentage of those would actually use transit? Shivang responded it goes back to the availability and reliability of the services. It's hard to get the data because there are not any services out there right now. Shivang mentioned 20,000 are going to Wake County and, of those, most aren't going past the beltline. Only 5,000 are going from and to Johnston and 12,000 are going to the rest of Johnston County.

**Poll Question 14 – In what other ways can access to transportation help your institution and community?**

Responses

Access	Visibility
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**5. Mapping Exercise**

Sarah led a mapping exercise and asked participants to picture their community, students, staff, or visitors and who amongst them have the most difficulty getting around on their own. She then asked them to imagine that Harnett County has excellent public transit and the people they just thought about get around using transit. She asked them to mark on the map what their trips would look like and where they would go.

Mr. Will Bratton mentioned that our international students would benefit from the transit services the most. Those students don't have access to basic necessities. Barry mentioned that HARTS can be used for those students.

Mr. Britt Davis asked what the difference is between HARTS and some of the services in the presentation. Barry responded that after the pandemic, it's been difficult to find drivers, but



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the demand is there. Most of the trips are for dialysis. HARTS is doing 800,000 miles a year and 27,000 trips per year. Trips out of Harnett County cost a flat fee of \$5 and trips in the county cost \$3 per one direction. If you are over the age of 60 and fill out the paper, it's free. There is funding from Mid-Carolina Regional Council. We are associated with FAMPO where they receive funding for going to the Fayetteville region. Barry is open to other hours or schedules that would serve more people.

Sarah asked if there were free rides for low-income people and Barry responded that we don't but there are some ways. They are also trying to lower the minimum age of riders that HARTS can serve.

### 6. Next Steps

Shivang presented the next steps in the public engagement process including stakeholder meetings, pop up events, and an online survey. After phase 1, the findings will be presented at a joint focus group meeting in August.

Sarah mentioned that we would like to share the survey with focus group members for them to give to some of their students and community members. If you are having any events at your campus that would allow us to table, please share with the project team. Mr. Aaron Fleming asked if Sarah could email the survey, then they can send out an electronic flyer if it's a PDF. Mr. Britt Davis said to send the same email to him as well and that we could set up something at the student union as a pop-up.

## MEETING MINUTES

### NW Harnett County Focus Group 2 Meeting

**DATE:** March 19<sup>th</sup>, 2024, 1:30PM

**MEETING LOCATION:** 455 McKinney Pkwy, Lillington, NC 27546 Room 103BC

**SUBJECT:** NW Harnett County Transit Feasibility Study Focus Group 2 Meeting

#### ATTENDEES

Name	Organization	Name	Organization
Eric Truesdale	Harnett County Veteran Services	Ilia Smirnov	Cape Fear River Adventures
Barry Blevins	HARTS	Shivang Shelat	WSP
Gaby Lawlor	CAMPO	Sarah Parkins	WSP
Leah Weaver	WSP		

#### Meeting Highlights

##### 1. Project Introduction

Gaby Lawlor introduced herself, CAMPO and the project. The project was initiated by CAMPO and Harnett County. Shivang presented the Who What Why of the project, the project purpose, and the study area that includes part of Harnett County within CAMPO's boundary which is roughly the northern half of Harnett County

##### 2. Transit 101

Sarah led a question exercise with meeting participants.

#### ***What does transit mean to you?***

Mr. Eric Truesdale said he is on the transportation board and sees it a little differently. He sees people who need to get to appointments. He said he lives in Angier and sees a lot of people moving into the area who will need to get to the capital area for business, medical, education, and employment. He said we need to have the ability for people to get to appointments and many don't have a way to do so. On the veterans' end, many of those individuals don't have a driver's license and can't get to where they need to go.

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Mr. Ilia Smirnov said he is a business owner in the area and that to him, transit means going from point A to point B and buses are what he thinks of. He would love to see more ways to commute on a bicycle because it is a great alternative if it's safe. Driving has become more challenging with the increase in traffic.

### ***What is the perception of transit in the community?***

Mr. Eric Truesdale said the perception is poor because it's nearly non-existent. He mentioned that HARTS is limited and there's just not much out there.

Shivang asked what do people think of transit in general? Positive, neutral, negative

Mr. Eric Truesdale said people are probably neutral to transit because they don't depend on it.

Shivang presented a section answering the question what transit is, what different types of transit there are, and how peer agencies provide transit to their residents.

### **3. Travel Patterns and Demographics**

Shivang presented the study area travel patterns and demographics of the study area. These demographics help us to see those who are more likely to use transit are in the study area. In the study area we have 1 in 5 people that live below the poverty line. 1 in 3 people in the study area are classified as a Minority. The Zero-car households map shows that about 1 in 20 households do not have a car, which is double the statewide average. 1 in 7 households in the study area are car deficient. About 15% of the study area is elderly and 20% is under 18. The highest population density is on the northeastern side of the study area.

Shivang presented the trip distribution within the study area. 55,700 trips start and end within the study area (ININ), which is about 40 percent of the total trips. 48,200 trips start within the study area and end outside the study area (INEX). 32,700 trips start outside the study area and end within the study area (EXIN).

Shivang presented the key takeaways for the ININ trips staying within the study area. About 75% percent of the trips are discretionary trips that have a flexible time such as trips to the grocery store or running errands. Most of the travel is concentrated along the central band of the study area. 40% of trips are carpool or pedestrian trips, which are high beneficiaries of transit. Trip distances in the study area are short enough that they could be served by reliable transit service, but too long to walk or bike.

Shivang presented a summary of the INEX and EXIN trips. The EXIN trips correlated to a lower share of total trips, higher share of non-discretionary, and time constrained trips. These trips

## MEETING MINUTES

had stricter directionality, comparatively lower transit dependency, and longer distances which would need more fleet to ascertain reliable trips. INEX and EXIN Trips are NOT ideal to form the first step of the transit implementation. These trips can be addressed during subsequent phases of implementation.

### 4. Creating the Vision

Sarah led questions to help create the vision for the project.

#### ***Three words that you would use to describe Harnett County today.***

Mr. Eric Truesdale- growing, mostly rural, transitioning, veterans are having to go outside of the county for their medical needs.

Mr. Ilia Smirnov- growing

#### ***What would you say are the most significant challenges in Harnett County today?***

Mr. Eric Truesdale- Funding, lack of drivers

Mr. Ilia Smirnov- lack of bicycle infrastructure, protecting natural resources, the development coming can create significant issues down the road. The proper precautions are not being taken to preserve clean drinking water.

Barry- We need something else to meet the needs of the requests that they (HARTS) get that they cannot meet.

#### ***What are the most significant opportunities?***

Mr. Ilia Smirnov- Significant delay in using the funding, timeline, use the growth to the advantage of the county and the people moving here. We can define what it's going to be like to live in Harnett County. There are some good projects.

Mr. Eric Truesdale- Bypass is an opportunity for businesses and people to get to Harnett. That will provide the opportunity to move people.

Barry- We have a population coming that will be more used to using transit and help reduce cars on the road.

#### ***What concerns do you have about transportation, transit, or development in North Harnett County?***

Mr. Eric Truesdale- Citizens he talks to are concerned about infrastructure.

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Barry- Increased demand on public services, businesses are not moving in even though the people are moving in. Losing out on money to help with infrastructure when there aren't enough businesses.

Mr. Ilia Smirnov- Infrastructure and disconnect to catch up to the needs with the funding. It's needed now but taking a while for the funding. Public services and school system needs more.

### ***Are you seeing any interest from the community today around transit?***

A A lot

B Some- Mr. Eric Truesdale, Mr. Ilia Smirnov

C None- Barry

D Not sure

Mr. Ilia Smirnov said he liked the transit option in Wilson and thinks that would work well here. It would save a lot of money compared to buying a bus. When he is hiring employees, he is looking for them to be able to get to work.

Sarah asked if it would help to have transit for Mr. Ilia Smirnov's employees to get to work. Mr. Ilia Smirnov responded that he doesn't know, maybe, as to whether it would increase his pool of applicants. He doesn't know if it would be a win or more problematic. It would be hard to reach that specific demographic of people.

Barry responded that he was in some meetings recently where he realized that medical professionals didn't know HARTS existed for their patients to use. It was a wakeup call that some people don't know about the options available to them.

Gaby responded that it's hard to figure out the best way to get that information to the people who need it.

Mr. Ilia Smirnov sees a huge benefit to having a multi-use path for commuting and recreation and it promotes itself when people see it available. That's the type of recreation people are seeking.

Mr. Eric Truesdale said that transit would not help his staff to get to and from work, but it would help the veterans that he serves.

Mr. Ilia Smirnov mentioned that people don't know that there are other options and it's hard to compete with cars being engrained in our culture. Gaby responded that part of the analysis is identifying people who would need a car or have limited access to a car. To Mr. Ilia Smirnov's

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point, if those people aren't aware of the services, then they think their only option is a vehicle. We are trying to figure out what would work in the immediate term and then scale up in the future.

### ***Which enhancements would be most beneficial to your visitors, students, and staff?***

- A. Fixed-schedule weekday service
- B. Flexible-schedule weekday service
- C. Longer service hours, starting earlier in the morning
- D. Longer service hours, ending later in the evening
- E. Saturday Service
- F. Sunday Service

Mr. Ilia Smirnov- Start with option B Flexible-schedule weekday service

Mr. Eric Truesdale- Veterans would have B Flexible-schedule weekday service and then others would have C-Longer service hours, starting earlier in the morning.

Barry- I know how our system works and that the flexible system isn't as fast as people think. A. fixed schedule. He knows a lot of people that would like to see E. Saturday service. We have longer service hours now for certain populations and having a known schedule that you can depend on is a better way to go.

### ***Are there any special events/ festivals that could benefit from transit?***

Barry- It could be beneficial for town festivals since parking is limited.

Mr. Eric Truesdale- It could be useful for Campbell University. Parking for graduations is slim to none. It's very limited.

### ***What kind of service do you think should be prioritized? Would you rather see it be a more regional system, mostly local, or a balance of both.***

Mr. Ilia Smirnov- He can see the benefit of being able to go to Raleigh and said he would start smaller within the county and study area and then build up from there.

Mr. Eric Truesdale- B balance of local service and regionals service and have flexibility.

Gaby mentioned that Shivang went over the data and that there is a larger portion of trips within the study area versus from the study area going outside of the study area. Shivang responded that when people leave the study area, most of the trips stay within 10 miles of the study area.

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Mr. Eric Truesdale responded that it would include Fuquay Varina and that a lot of the medical areas are opening satellite campuses closer by so that people don't have to travel as far.

In what other ways can access to transportation help your institution and community? Due to this question answered in the previous discussion, Sarah asked if anyone wanted to add anything else to the conversation.

There were no responses.

### 5. Mapping Exercise

Sarah led a mapping exercise and asked participants to picture their community, staff, or visitors and who amongst them have the most difficulty getting around on their own. She then asked them to imagine that Harnett County has excellent public transit and the people they just thought about get around using Transit. She asked them to mark on the map what their trips would look like and where they would go.

### 6. Next Steps

Shivang presented the next steps in the public engagement process including stakeholder meetings, pop up events, and an online survey. He presented the next steps in the conclusion of phase 1 of the study. After phase 1, the results will be presented to a joint focus group meeting in August.

Sarah asked if there were any events in the community that participants knew of that would allow us to table.

Mr. Ilia Smirnov responded that the Cape Fear Fair is coming up on May 4<sup>th</sup> and to contact the Lillington Chamber of Commerce to get a spot.



# NW Harnett County Transit Study

## Meeting Minutes

### NW Harnett County Focus Group 3 Meeting

**DATE:** April 26<sup>th</sup>, 2024, 9:30AM

**MEETING LOCATION:** 455 McKinney Pkwy, Lillington, NC 27546, Room 103A

**SUBJECT:** NW Harnett County Transit Feasibility Study Focus Group 3 Meeting

#### ATTENDEES

Name	Organization	Name	Organization
Barara Marchioni	Walter Weeks Realty	Ben Taylor	Greenfield Communities
Sarah Arbor	Harnett County	Barry Blevins	HARTS
Stephen Barrington	Harnett County	John Tucker	ACS
Angie Stewart	Harnett County	Ann Milton	Ann Milton Realty
Coley Price	HARTS	Shivang Shelat	WSP
Gaby Lawlor	CAMPO	Sarah Parkins	WSP
Leah Weaver	WSP		

#### Meeting Highlights

##### 1. Project Introduction

Gaby Lawlor introduced herself and the project. She said right now we are in the middle of public engagement and the next survey will go live on May 19<sup>th</sup>. We are working to determine what do Harnett County Residents want. Shivang presented the presentation agenda, introduction to the project, project purpose and study area.

##### 2. Transit 101

Sarah led a PollEverywhere live poll.

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### Poll Question 1 – What does transit mean to you?

Responses

Service	Access	easy	Movement
Population	Easy		
Multiple Transportation modes of travel			
Moving people from one destination to another via public transportation services			
Connectivity, easy access			

### Poll Question 2 – What is the perception of transit in the community?

Responses

Limited	Really?	Limited	Lacking
unavailable	Where?	Limited, congested	
We have transit?			

Sarah presented what transit could look like in Harnett County and described different transit options available.

Mr. Stephen Barrington asked if there are there any locations that have self-sustaining transit systems that pay for themselves? Shivang responded that theoretically it is possible, however, most transit systems depend on state and federal funding and should be looked at as services just like roads. Roads don't pay for themselves and most transit systems don't either even in major cities like New York.

Sarah presented transit case studies that would be potential options for Harnett County.

Ms. Barbara Marchioni asked who subsidizes the microtransit systems?

Shivang responded that Wilson's system got Federal grants, Wake Transit has a half cent sales tax for transit.

Mr. Stephen Barrington asked if the difference in ridership between case studies is due to the rideshare options. Shivang responded that some of the services are newer and are limited by the number of vehicles they have. Gaby said with RIDE there was already a ridership built up using buses and then that ridership just transitioned to microtransit.

Mr. Ben Taylor asked what is the difference in trip distance between these options? Shivang said the geographic area is smaller for some which makes the trips shorter. GoWake has a larger area compared to Morrisville but smaller than Wilson. Ben asked would it be within a

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geofence? Shivang said it would be within the geographic area but if we went with the geofence route there would be a connection to other transit options outside the fence.

### 3. Travel Patterns and Demographics

Shivang presented the study area travel patterns and demographics of the study area. These demographics help us to see where those more likely to use transit are in the study area. The demographics analysis helps identify where transit-dependent populations are concentrated. In the study area we have 1 in 5 people (20%) that live below the poverty line compared to the statewide average of 14%. The range is 0 to 48% within the study area. Roughly 33% of the study area population is classified as Minority, with some block groups showing as much as 50%. About 1 in 20 houses (5%) do not have a car, which is twice as high as the statewide average. 10% of households are car deficient, meaning they have more adults than cars. 1 in 7 households in the study area are car deficient. About 15% of the study area is elderly and 20% is under 18. The highest population density is on the northeastern side of the study area.

Shivang presented the trip distribution within the study area. 55,700 trips start and end within the study area (ININ) which is about 41% of the total trips. 48,200 trips start within the study area and end outside the study area (INEX). 32,700 trips start outside the study area and end within the study area (EXIN). This shows us that there is enough internal demand within the study area for transit.

Shivang presented maps with the trips that start and end within a microzone and trips that travel between microzones.

Mr. Ben Taylor asked if these maps were limited to the ININ trips and Shivang responded that yes these total the ININ trips.

Shivang presented the key takeaways of the INEX trips.

Ms. Ann Milton asked how did you arrive at the carpool pedestrian number? Shivang responded that trip purposes and mode of travel is included in the data collected on all the trips.

Shivang presented the land use maps for the study area and how transit supportive the UDO language is for each code district. The land use language is currently not transit supportive.

Mr. Stephen Barrington asked if the deep purple identifies the HCO? Shivang said the zoning code doesn't correlate to the land use colors. Ms. Sarah Arbor said that it would be on the

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zoning map. There's not currently an overlay district on the section of NC 210 on the land use map.

Shivang added that there is a strong correlation between land use and transit supportiveness and we are trying to bridge that gap.

### 1. Creating the Vision

Sarah led questions, aimed at gathering input to help create the vision for transit in the study area.

**Poll Question 3** – Three words that you would use to describe Harnett County today.

Responses

Transforming

Explosive growth, rural, transforming, newcomers

Opportunity

Growing

**Poll Question 4** – What are the most significant challenges?

Responses

DOT

Poor planning

Lack of jobs

Greenways

Utilities

Traffic

Congested roads, need for more schools,

Traffic

**Poll Question 5** – What are the most significant opportunities?

Responses

Attitude!

Location

Jetport

Economic Development

Railroad exists, utilize existing ROW, incorporate while in growth mode

Zoning

Land

**Poll Question 6** – What concerns do you have about transportation, transit, or development in North Harnett County?

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### Responses

DESTINATION
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Mr. John Tucker asked how do we develop options beyond getting people to Wake County? Shivang responded everyone is going from Harnett County to Wake County for work and that we need to figure out how do we design the zoning to support development for jobs here. We need to shorten the commute trips to Wake County. Most of the trips go to southern Wake County in Holly Springs and Fuquay Varina. We have one transit service coming to Fuquay Varina that we could connect to.

A focus group participant also mentioned that Cumberland County uses Harnett County as a path to get to Wake County as well.

Mr. John Tucker said we have to follow the land use plan, but political realities prevent you from bringing businesses to those corridors.

Mr. Stephen Barrington mentioned that other communities like ours have gone through similar issues. As much as we don't want development because it will make other issues worse, retail looks at numbers on the ground in order to decide to build. How many houses do we have and are they within a certain node.

Mr. Ben Taylor said we are touching on some of the development should become higher density and the transit piece Harnett County needs destinations in Harnett County so that people have a place they want to go within Harnett County instead of going up to Wake County. Some kind of park and sports complex that attracts trips. In addition to the rooftops that are coming there are going to be a lot more support services. Harnett County has published some good studies on services that support development.

Stephen said he thinks there will be more flex opportunities for professionals. We need a good local destination opportunity but that's not meant to be competitive for others.

Stephen asked if 16 year olds would be included in the vehicle deficiency number and Shivang said yes.

Ms. Ann Milton asked what the age limits were on the number and Shivang said there was no upper limit to that number just a minimum of 16.

**Poll Question 7 –** Are you seeing any interest in transit from the community today around transit?

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Response options	Count	Percentage
A lot	0	0%
<b>Some</b>	<b>4</b>	<b>80%</b>
None	0	0%
Not sure	1	20%

Ms. Ann Milton said she does hear more interest in transit from people moving into town from other transit supportive areas.

Mr. Ben Taylor said a lot of people haven't even had the conversation because it hasn't been an option but he can start having that conversation with some of the communities he works with.

Sarah responded that it is important to get this information to the public on options for transit.

Ms. Barbara Marchioni asked when do you anticipate the end of this study? Gaby responded that it's a two phase study and will conclude around a year from now. There will be meetings with commissioners along the way to let them know how the study is going. We have two bodies within the study. The technical and stakeholder oversight committee that we meet with regularly. Barbara asked within the study years how much do you anticipate the traffic to change? Gaby responded that all signs point to everything increasing. Shivang also responded that the study is a year and a half long and started this past November.

Gaby mentioned there will be another phase of public engagement to find out if we are going in the right direction with the vision.

Mr. Stephen Barrington said from an implementation phase that could happen 5 years from now. We aren't even building implementation up at this point. Shivang said at this point we don't know what implementation will look like but as a part of this study we will develop an implementation strategy and find out if the public officials are on board.

Mr. Ben Taylor asked is there any support from other successful transit services that we could include in this study to show that it would work in Harnett County? Shivang responded that we are taking lessons from other areas that have been success and lessons learned from their implementation strategies however its not a one to one comparison since our travel patterns will be different.

**Poll Question 8** – 'Access to Transit' could be a strong selling point for household or commercial development in Harnett County?

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Response options	Count	Percentage
<b>Agree</b>	<b>3</b>	<b>75%</b>
Neutral	0	0%
Disagree	1	25%

Mr. John Tucker said it's a minute selling point but not a strong selling point at this point.

Mr. Stephen Barrington said it also depends on the price point of housing. There is certain housing where the income is such that they will always drive. Housing price points will matter because lower incomes will be a factor in who would use transit. There is a window of the cost that would be ideal for certain folks to use.

Shivang asked if there was any insight on the commercial development side of this? Stephen said we are hoping there are opportunities that would come online in the future to support transit but we just don't know at this point.

Sarah said the point you are making is that lower incomes might need transit more but we do need to educate that transit can be useful as a great alternative if your car is broken down or for kids who don't want to get their drivers license.

Mr. Stephen Barrington agreed with Sarah that there are certain situations that do make more sense for transit even if you can afford a car.

Gaby said another part of educating the public is sharing examples of other members of the community that will benefit from transit as well.

Mr. Ben Taylor said to echo on that point that there are demographics that need access to medical appointments and an inclusivity aspect to transit. That's a factor. If we have transit then there is a certain part of the population that might be attracted to this area.

**Poll Question 9** – Harnett County's real estate market supports higher density housing (and commercial development)?

Response options	Count	Percentage
<b>Agree</b>	<b>2</b>	<b>100%</b>
Neutral	0	0%
Disagree	0	0%



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Mr. Ben Taylor mentioned that there is support for more dense development but that this question should be rephrased to more accurately reflect the intent.

Ms. Sarah Arbor said there is a village concept coming that would help support higher density housing.

Mr. Coley Price said that we are putting in these village concepts to attract more people. Master plans are happening for a much shorter time since the change is happening so quickly. We are losing 1.7 billion in retail to other counties. Property tax and sales tax balances the budget. Harnett County will be the destination for starter homes. If you aren't careful you are going to get bombarded the growth. You can't go from two lane rural roads to 4 lane overnight. Those are the challenges that we are dealing with right now.

Mr. Ben Taylor said we should focus on densifying the central corridor.

Mr. Coley Price said that we need to focus on the medical and education corridor. The disposable income and rooftops are what attracts the development. Over time you'll see the attraction of higher quality development. We have water and sewer which is attracting developers. We need quality land use planning to help develop the plan for the future we want. We need smart growth with a vision and a plan.

Ms. Ann Milton said that she has developers coming to her saying that Harnett County is next, after Chatham County (referring to development/population growth).

Mr. Stephen Barrington said we also need infrastructure because that will also bring the development.

### **4. Mapping Exercise**

Sarah led a mapping exercise and asked participants to picture their community, students, staff, or visitors and who amongst them have the most difficulty getting around on their own. She then asked them to imagine that Harnett County has excellent public transit and the people they just thought about are able to get around using transit. She asked them to mark on the map what their trips would look like and where they would go.

### **5. Next Steps**

Gaby and Shivang discussed the next steps in the stakeholder process and thanked everyone for coming.

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### Core Technical Team and Public Officials Meeting 3

**DATE:** June 26<sup>th</sup>, 2024, 10:00AM

**MEETING LOCATION:** 700 McKinney Pkwy, Lillington, NC 27546

**SUBJECT:** NW Harnett County Transit Feasibility Study CTT and Public Officials Meeting 3

#### ATTENDEES

Name	Organization	Name	Organization
Shelby Powell	CAMPO	Gaby Lawlor	CAMPO
Barry Blevins	HARTS	Richie Hines (Purple Shirt in right corner)	NCDOT
Lewis Weatherspoon	Harnett County	Uriah Parker	Harnett County Schools
Mike Rutan	Mid-Carolina RPO	Coley Price	Harnett County
Eric Truesdale	Harnett County Veteran Services	Mary Jane Sauls	Harnett County
Jay Sikes	Harnett County	Sarah Parkins	WSP
Sarah Arbour	Harnett County	Shivang Shelat	WSP
Will Bratton	Campbell University	Leah Weaver	WSP
Snow Bowden	Town of Erwin	Sarah Kear	WSP
Bonnie Parker	CAMPO	Taccarra Manuel	Cumberland County
Brent Trout	Harnett County	Phil Geary	NCDOT
Hank Graham	FAMPO	Tim Gardiner	Wake County

#### Meeting Highlights

##### 1. Timeline

Shivang presented the meeting's agenda. This is the closeout meeting of Phase 1. The meeting will provide an overview of stakeholder and public engagement as well as Phase 1 final thoughts.

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### 2. Recap

Shivang presented the timeline of Phase 1, and the study area, North Harnett. Phase 1 included evaluating travel patterns and growth, educating residents and stakeholders about different types of transit, and assessing the desire of transit from the public and stakeholders. Since Phase 1 has ended, Phase 2 will begin.

Shivang presented the Transit Demand Analysis. HARTS ridership is along the southeastern part of the study area. Remaining analysis showed that transit propensity is in the center bounds of the study areas.

### 3. Stakeholder Engagement

Sarah Parkins presented Stakeholder Engagement. Public Engagement Report will be available in the coming month. Sarah P. described the previous stakeholder meetings. This included focus group sessions with school, institution, civic organization, real estate personnel, and landowners. HARTS bus operator interviews were also conducted.

Three Words to Describe Harnett County Today?

Sarah P. presented on the word cloud from the first meeting that listed how stakeholders described Harnett County. 'Growing' and 'Changing' were the most popular words to describe Harnett County.

What are the Most Significant Challenges?

Sarah P. presented on the word cloud from the first meeting that listed how stakeholders described the most significant challenges in Harnett County. 'Density' was the most popular word to describe the most significant challenges in Harnett County.

What are the Most Significant Opportunities?

Sarah P. presented on the word cloud from the first meeting that listed how stakeholders described the most significant opportunities in Harnett County. 'Growth' was the most popular word to describe the most significant opportunities in Harnett County. Growth is an opportunity to see how transit could be a benefit.

What do you think?

Sarah P. presented on stakeholders' thoughts on transit. This included which enhancements would be the most beneficial, and what service should be prioritized. Result found there is some community interest in transit. Flexible on-demand service was the most popular

## Meeting Minutes

enhancement. Local service with some regional service was the most popular service chosen for prioritization.

### Public Officials

Sarah P. presented on public officials' thoughts on transit. Public officials leaned positively towards transit in North Harnett. Public officials were also interested in local service with some regional service as well as longer service hours with flexible on-demand service. Concerned with lack of updated infrastructure and increasing traffic.

### Focus Groups

Sarah P. presented on results from the focus groups. All focus groups brought up concerns about traffic. All focus groups had some level of interest for transit that can benefit different users. Sarah noted that the focus groups brought up how transit could be used to help with community members getting to home or school, and higher density housing in the study area.

### HARTS Bus Operator Interviews

Sarah P. went over result from HARTS bus operator interviews. What operators heard from passengers included a need for trips outside of the county and more flexibility to get where they want to go. There is a general desire to have more service. HARTS is currently at capacity on the service they can provide. Trips with work, medical appointments, and shopping destinations would benefit the most from additional transit.

To improve HARTS service in general, HARTS operators had ideas including increasing the number of drivers and having more centralized routes. In response, Shivang stated that this response is present because there is a demand and desire to go beyond what HARTS service addresses. Sarah P. added that bus drivers are positive of these potential changes, and the greater flexibility would be the most beneficial to passengers. HARTS is fulfilling its scope very well. Top requested enhancement is beyond HARTS scope.

## **4. Public Engagement**

Sarah P. then presented on the public engagement for Phase 1. Public engagement for Phase 1 included a survey, and educational campaign, Transit 101. There were also several pop-up events, a website launch, and outreach through social media, emails, mailing, and yard signs. Public engagement aimed to make sure the community is all on the same page so that they were aware there are other forms of transit apart from fixed route.

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Sarah P. also went over media coverage for the transit study. Sarah stated that CAMPO did a great job with media. Positive stories were in local news. This is great because the group is able to see how transit is perceived through media's eyes.

### 5. Pop-up Event Summary

Sarah P. presented on summary and results from Phase 1 pop-up events. Found that residents, especially those new to Harnett, would like to see transit service they had at their previous residence. There was overall excitement and positivity towards transit.

At the lunch and yoga pop-up event, Sarah P. noted that participants brought up concerns including HARTS wait times, wanting more flexibility with transit, and would like the ability to move at night due to lack of vehicle or no longer feeling confident driving at night. One single participant noted existing challenges like HARTS' service at capacity, current service not fitting their travel needs, wait times being too long, and trips are often cancelled.

Mr. Jay Sikes asked about potential transit service at night, specifically for the seniors' night-time travel. Gaby Lawlor answered that this, in terms of flexibility, this would be determined in Phase 2. Mr. Barry Blevins stated that HARTS is planning to apply for a micro-transit study. The 3-year study is supported by CAMPO and public officials. This would assist in seeing what travel times and flexibility are needed.

Sarah P. noted that meeting in person was the most beneficial for public engagement due to being able to have conversations with residents.

### 6. Phase 1 Survey Results

Sarah P. presented on the Phase 1 survey results. There were 370 survey respondents. Half of the respondents had used transit before. More than half were familiar with HARTS. A smaller group have previously used HARTS. Over 50% were very or somewhat interested in transit. Of these respondents, 68% interested in transit were 65 years or older, over 60% made less than \$53,000 per year.

Providing transportation option for seniors, disabled persons, and other who cannot drive was identified as most important for transit. Second highest was reducing unemployment by increasing access to jobs. Sarah P. was not surprised by these data points. Respondent's concerns for transit included reliability of service and safety and security. Sarah P. noted that having this data point will help group explain to public transit can calms these concerns, and in turn help make sure that residents will actually use the service.

A shuttle bus operating along the same route at a scheduled time was chosen by 60% of participants. A bit different from stakeholder's preference of micro-transit. This is important

## Meeting Minutes

data point to understand how the public is thinking about transit. Sarah noted there may be misalignment in information, and that group may need to educate the public more on micro-transit. There was a 50/50 split between local and regional service preference. Respondents that are 65 years old or older and disabled folks prefer regional service due to health needs. Mr. Jay noted that regional service could be due to having greater shopping areas outside of county.

Respondents wanted more greater technology elements rather than infrastructure improvements. Respondents also want transit service that serves job centers with a focus around stores as well as service that runs on weekend.

35% of respondents would be frequent transit users if everything they said they selected in the survey is available. 12% would use it for personal emergency. Sarah P. commented that this is an interesting note because they may have to use transit if their car is in the shop, etc. 21% respondents were not likely to use transit.

### Overall summary of findings

Sarah P. presented on the overall summary of findings. HARTS is currently at capacity and there is clear demand for other service. Passengers want more flexibility and service time. Stakeholders would like more increased advertisement of HARTS service. Stakeholders found that there is a need for updated infrastructure and land-use density to make transit successful. Respondents positively want transit, there is demand, and they want transit for shopping and recreational purposes. Survey respondents had slightly less emphasis on work/school trips.

Mr. Jay noted that Buies Creek has a college present, Campbell University, and asked if any respondents were college students. Sarah P. said there was a low response for people below 18. Gaby Lawlor noted that they included the survey in the university's weekly newsletter. Sarah also noted that not a lot of respondents included their age. Bonnie Parker noted that University respondents were probably professors or staff due to when the survey was promoted.

Bonnie posed to the group a question about whether it is beneficial to increase advertisements for HARTS, which is at capacity, as this would increase demand or increase interested passengers who are not able to use it. Bonnie noted that case workers can connect people who need it the most to HARTS. Bonnie then reformatted the question: What is the "low-hanging fruit" of transit need and how does it jive with HARTS.

Mr. Barry Belvin stated that HARTS service is mostly used for dialysis. HARTS is not associated with brokers. Medicaid service takes a lot of their time. Mr. Barry also noted that senior

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passenger numbers, with destinations to Coats Senior center, have not bounced back since COVID. The number of social interaction trips have decreased since the pandemic. Dialysis trips currently dominates their system. HARTS, like many systems, are having a hard time finding and retaining drivers. Mr. Barry thinks it will improve, but currently HARTS cannot fill the 26 vehicles they have available. To Bonnie's previous question, Mr. Barry does not have an answer. HARTS has had similar thoughts. HARTS has a deviated fixed route in South Harnett, but they couldn't put their hands on fixed and demand response.

Shelby asked about updated infrastructure and Harnett County's Comprehensive Transportation Plan. Mr. Jay says Harnett County is thinking about what new tax can be applied on new high-density development. The new Comprehensive Land Use Plan will support different types of housing which could be transit oriented and be a centralized pick up for origin/destination. This would include areas near Buies creek, southwest of Anderson Creek/Carolina Lake, and Highway 87.

Shelby brought up how in Morrisville there is a shuttle with 8 to 9 stop locations. This type of service in a village further away could be successful. Mr. Jay asks if that service locally or federally funded. Shelby stated that it's funded by Morrisville transit.

Bonnie then asked the group if anything from the presentation was surprising. Bonnie noted that the demand for transit was fairly surprising. Mr. Coley noted that new residents mostly move from far away where transit is available. HARTS has always been a rural service for 30 plus years. Micro-transit would accept the demands in these different towns as there is lots of demand. Gaby said that people moving from far away do not have family or networks to help with transportation. Mr. Coley added that he sees this a lot; newcomers ask why there isn't transit to get to medical appointments, etc.

Bonnie then added that people who have lived in Harnett for a long time also had positive responses. Only had one negative response, and that surprised Bonnie. Bonnie expected more. Sarah noted that respondents stated that even if they wouldn't use the service, they saw it as a positive for the community. Shivang also noted that school trips was slightly more positive than before and recreational trips were wanted more than work trip. Mr. Coley added that there will be more demand especially with including multi-use paths, etc.

Bonnie stated that transit is now more present in conversations of what a town/county/community should be. Bonnie added that people knew the study wasn't focused on high-capacity transit; they knew that the study was about other forms of transit.

Commissioner Lewis noted that one thing that wasn't included in survey and public engagement. Commissioner Lewis brought up the newer developments, being able to work



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with HOA, and survey in the clubhouse on a Saturday. These groups of people are used to transit. They would also be more likely to use transit than a farmer. Sarah P. and Bonnie and Mr. Coley agree.

### 7. Phase 1 – Final Thoughts

Shivang set the stage for the PollEverywhere questions. Shivang went over high-level Phase 1 tasks, the horse. The PollEverywhere question would determine whether Harnett County has a cart (i.e. service area, service type, funding, phasing). Sarah P. presented the four PollEverywhere questions.

Question 1 – Do your previous opinions regarding transit in Harnett County still hold true?

Response options	Count	Percentage
<b>Yes</b>	<b>13</b>	<b>93%</b>
No	1	7%

Bonnie then asked what organizations are online. Tim Gardiner, Fayetteville MPO, was listed as one. Bonnie was interested if there is an NCDOT representative on Teams meeting.

Mr. Barry responded no because data showed something different than demand response. Sarah P. and Shivang agree. Sarah P. said that either community members want demand response transit or need more education about current and potential transit. Mr. Coley agreed because HARTS service is hard to understand which is why there is slightly critical feedback from the survey. Gaby added that what is most indicative public engagement is what is really needed to be addressed. Shivang stated that these needs can be addressed later during Phase 2.

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Question 2 – Is there any additional information needed to decide whether this study should advance to phase 2 or not?

Contracted services	Regional funding		
Countywide	Results	Demographics	
Additional survey results in specific population pockets			
poll results of this question	No	No	No
No	No	No	

Gaby reiterated the question asking if the group needed more information before moving onto Phase 2.

Sarah asked if responses meant seeing the question's results. Shivang also asked if they are interested in poll results or are just inputting in 'results' to see results.

Shivang stated that there will be more public engagement in Phase 2.

Sarah asked if there were specific data points they would like to see before Phase 2 is conducted.

Shivang said in response to 'countywide' answer that the study is geared towards north Harnett. This can be addressed in Phase 2 regarding communities that are not part of the study area.

Shivang noted that 'pockets' response may mean which area would have transit. This would be determined in Phase 2.

Shivang stated that demographics will be thoroughly included in the Public Engagement Report.

Shivang stated that funding will be addressed in phase 2.

## Meeting Minutes

Question 3 – Seeing the positive public feedback, would you be willing to support a local funding mechanism to ensure long term viability of transit?

Response options	Count	Percentage
<b>Yes</b>	<b>13</b>	<b>100%</b>
No	0	0%

Shivang noted that this is just a yes or no question to determine the direction for exploring this in the next phase.

Commissioner Lewis stated that Shivang left out 'Maybe.' Shivang said that this was a deliberate choice. Shivang added that this is to see how much of local funding should be explored in Phase 2.

Jay asked if this would be different from farebox. Shivang stated that this would be additional to farebox; rarely any systems just use farebox.

Question 4 – Should we advance this study to Phase 2?

Response options	Count	Percentage
<b>Yes</b>	<b>12</b>	<b>100%</b>
No	0	0%

Shivang noted that this is a resounding 'yes.'

### 8. Phase 2

Shivang presented the timeline for Phase 2. Phase 2 will include finalizing service areas and demand, evaluate transit service options, and will include more stakeholder and public engagements. The study will be finalized with an Implementation Plan and final report that will be available May 2025.

Shelby asked if there are any service models the group has seen that they want explored based on historical and future travel patterns. Phase 2 will explore expanding HARTS, fixed routes, etc., but can explore other types of service.

Mr. Jay spotlighted Mr. Uriah Parker and asked if Harnett County Schools have any needs on the teacher and administrator side. Mr. Uriah said there is a need for international teachers who do not own vehicles. Mr. Uriah noted that they can use school buses as transit, but currently do not offer it. Harnett County Schools had to contract out work of transporting homeless

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children to and from school. The contractors are having a hard time finding drivers, and often time these students are on the bus for multiple hours a day to get to their destinations.

Mr. Barry said HARTS are trying to work with Central Carolina Community College to see how they can help transport students. HARTS service is for 18 years old and plus, but they are trying to work around it. Mr. Uriah said this would be helpful and he wishes he had these services available when he was a child. Shelby brought up a service in Wake County that provides transportation services to students so they can get to school and after school jobs.

Mr. Coley asked if CAMPO has any success stories. Shelby responded a lot of the success stories come from small urban areas on the edge of Wake County, but they have funding available. Shelby noted that with increased funding comes increased transportation options.

Shivang and Gaby closed out the meeting. Gaby stated that in a month there will be a follow-up with the Public Engagement Report and the meeting minutes.

## D. Promotional Flyer



# NORTH HARNETT Transit Study

## Connecting Communities Public Transit in North Harnett County

As North Harnett County continues to experience increased growth and development, exploration of various mobility options, such as public transit, is underway.

The North Harnett Transit Study aims to:

- **Learn** what **residents and stakeholders think** about transit service and various transit options in North Harnett County,
- **Work** with the community to develop a **vision for transit**,
- **Review** data on **how people travel** and how the area might grow to determine if there is **enough demand for transit**, and at what level, and
- **Combine** the local transit demand and community desires with available **transit service options** to develop a strategy for how to make it happen.

### How You Can Get Involved

**Project Website:** Explore more about transit options, learn how public transit can benefit you, and envision what it could look like in your community.

**Take the Survey:** Your input matters! **Fill out the Study survey** to help shape the future of transit in North Harnett County. Your ideas will guide our community's vision and transit recommendations.

### Study Area

The study area encompasses the northern half of Harnett County that overlaps with CAMPO's boundary. It includes the towns of Angier, Lillington, Coats, Raven Rock State Park, and Campbell University.

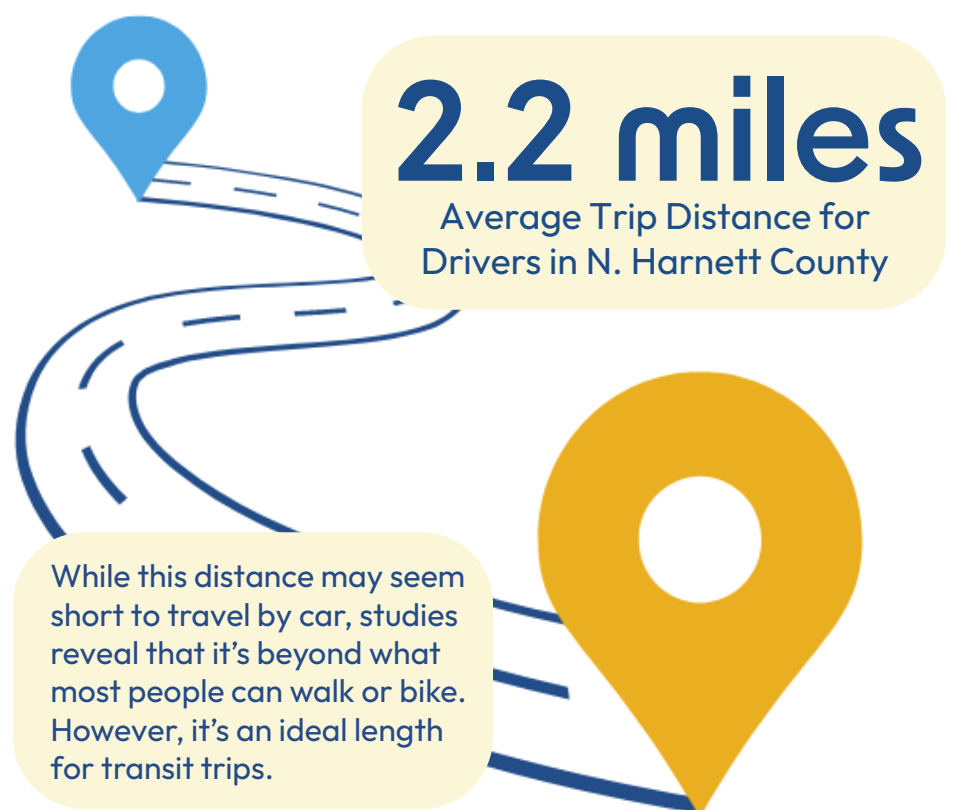
### Contact Us:

**Email:** northharnetttransit@publicinput.com

**Hotline:** 855-925-2801 | Code 6959 to leave a message



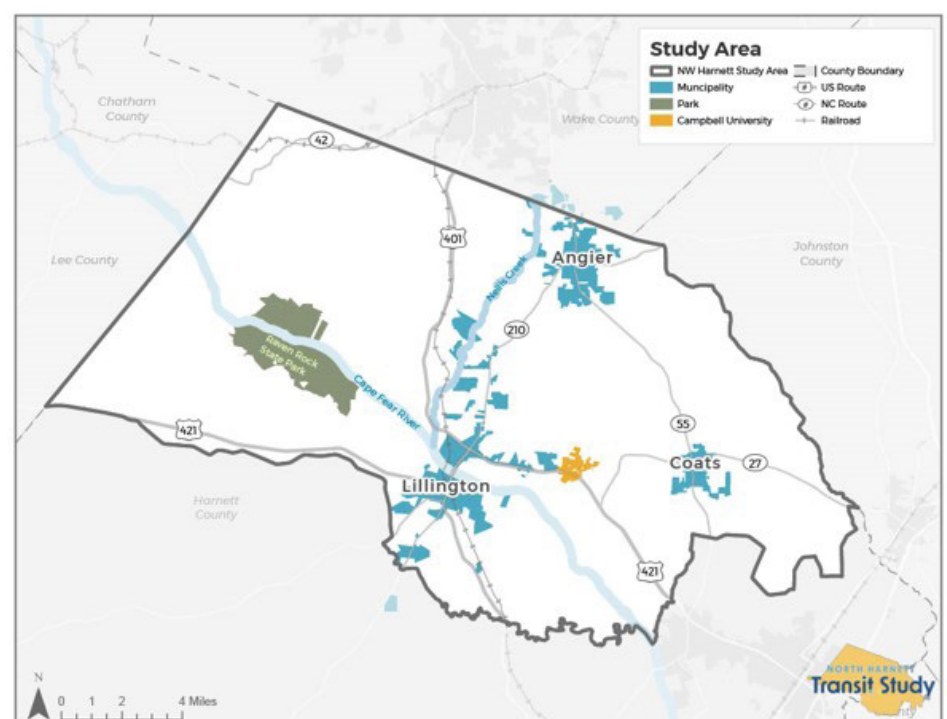
### Transit Feasibility in North Harnett County Average Trip Distance Ideal for Public Transit



Visit Website



Take the Survey



## E. Survey Comments – “Have you used transit service before?”

Comments	
BART - SF/Oakland CA	I left Raleigh to come home to work to get away from the crowding and now it appears to be coming here as well. I think we should slow down on the development become we have the same issues that Raleigh does now with crime, homelessness.....
Boone, NC	I rode the metro in the DC area
Bus	I used to bus all the time before moving to Harnett County
Bus	I used to live in Raleigh and Cary
Bus	I used transit systems in other states. Don't like them
Bus carpool and subway.	In big cities on vacation
Bus from fuquay to raleigh	in college (Guilford county)
Bus, carpool, subway	In Durham
Bus, train, subway	In Europe and in large American cities
California	In Los Angeles as a minor I used public buses to and from school etc
Carpooling to Raleigh	In New York
Cat bus	in ohio
Charleston SC	In Raleigh
Charlotte	I've used public transit when I've visited large cities and I'm Greensboro
Chicago - trains and buses	Large cities (Chicago)
Chicago !	living in cities with public transit
Chicago + DC + Japan	Major US, Asian and European transit systems
Colls	Many major cities
Dallas Tx and suburbs. DART.	MBTA of Boston, MTA NYC, subway in DC and San Francisco
DC metro, Scotland	Metro
Durham and Raleigh bus systems	Multiple
Free bus in downtown Raleigh	Multiple city public transit services, such as busses, subways, trolleys
FRX commuter bus from South Park	New York, private service
Fuquay Varina to downtown Raleigh. 6:35 am route	Nj transit
Go[all]	Not in NC. But yes in Previous states
GoRaleigh	NYC buses
GoRaleigh and GoCary	NYC MTA; NYC MTA; Go Raleigh Bus; Go Raleigh Bus; Protected Bicycle lane
HARTS to go to medical appointment	Other cities
Have used and still use HARTS	
Have used and still use HARTS	
I have used the PART bus system, the Durham Transit system, NC Trains, used Lyft, walked, and biked to travel before. However, it's been a few years since I have needed to since I have moved to Harnett for a full-time job and was able to afford a car.	



Pennsylvania

Pittsburgh Regional Transit in Pennsylvania. Commuted to work from the suburbs to the city using both buses and light rail.

Rail and Mono rail should be considered now, since the property costs are lower Now, then they will be in the future when the population increases and the land values go skyrocketing. Start buying the property now for rail lines!

Raleigh

Raleigh bus system

Raleigh bus system, NYC subway system, Orlando bus system, Amtrak trains

Raleigh

Raleigh, Cary, New York, Chicago, Atlanta,

Raleigh, Durham

Raleigh, NC

Raleigh, NC

Raleigh, Cary

Rdu bus

the metro in the DC area

The only transit system I have used has been out of state. Subway, charter bus and public bus

Train; Bus, metro, subway, uber/Lyft, light rail (sky train),

Trains in Chicago

Uber

Uber

Uber

Uber, medical transit

Uber, Metro Rail, Bus

Use a lot of public transit options when traveling domestically and abroad

Vermont, Arizona

Visiting in large cities: Indianapolis, Cincinnati, DC, San Francisco

VRE

Walk

Washington DC

Washington, DC, Atlanta, Honolulu

when I have lived in other cities, I have used bus and train services

When I lived in Burlington Kentucky, I used to take the bus to Cincinnati downtown. To work

When I lived in Washington DC

Wilmington, NC

yes in other places

Yes use transit in NEW YORK CITY

## F. Survey Crosstab Analysis

[PDF Attachment]





## Phase I Survey – Data Outputs

### Demographics

**Total Survey Respondents: 356**

Age	Count	% of All Participants
I am 17 years or younger	0	0%
I am *18-24* years old	3	1%
I am *25-64* years old	215	60%
I am *65* years or *older*	57	16%

Gender	Count	% of All Participants
I identify as a *woman*	17	5%
I identify as a *man*	234	66%
I identify as *non-binary* or *other gender*	1	0%

Disability	Count	% of All Participants
I am or am considered to be *disabled*	21	6%

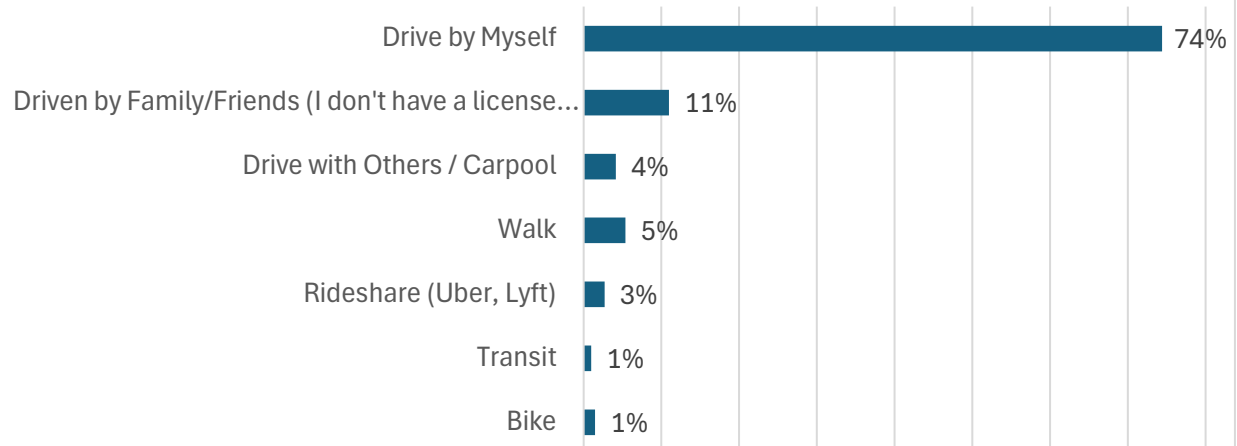
Household Characteristics	Count	% of All Participants
Five (5) or more people live in my *household*	29	8%
My *household's* total income is *at or under \$53,000* per year	36	10%
My household has *zero cars*	2	1%

Race / Ethnicity	Count	% of All Participants
I am of *Hispanic, Latino or Spanish* origin	14	4%
I represent a *minority* race or *2+* races (African-American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, Pacific Islander)	23	6%

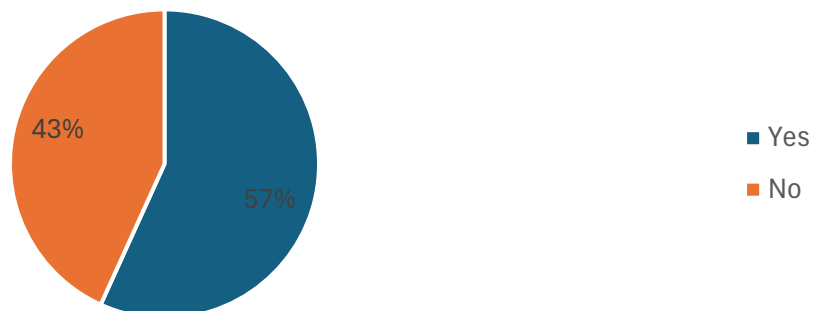
ZIP Code	Work/ School	% of All Participants	Home	% of All Participants	City	County
<b>27501</b>	<b>65</b>	<b>18%</b>	<b>108</b>	<b>30%</b>	<b>Angier</b>	<b>Harnett</b>
27505	2	1%	7	2%	Lillington	Harnett
27521	7	2%	15	4%	Coats	Harnett
<b>27526</b>	<b>39</b>	<b>11%</b>	<b>52</b>	<b>15%</b>	<b>Angier</b>	<b>Harnett</b>
<b>27546</b>	<b>57</b>	<b>16%</b>	<b>50</b>	<b>14%</b>	<b>Lillington</b>	<b>Harnett</b>
28323	2	1%	7	2%	Lillington	Harnett
28334	9	3%	10	3%	Dunn	Harnett
28339	4	1%	4	1%	Erwin	Harnett
27330	4	1%			Sanford	Chatham
27312			1	0%	Pittsboro	Chatham
27703	1	0%			Durham	Durham
27525			1	0%	Franklinton	Franklin
27522	1	0%	1	0%	Creedmore	Granville
27504			1	0%	Benson	Johnson
27520	1	0%	2	1%	Clayton	Johnson
27524	1	0%	2	1%	Benson	Johnson
27577	1	0%			Smithfield	Johnson
27502	4	1%			Apex	Wake
27511	1	0%			Cary	Wake
27513	5	1%			Cary	Wake
27529	1	0%			Garner	Wake
27539	2	1%			Holly Springs	Wake
27540	3	1%	5	1%	Holly Springs	Wake
27545			1	0%	Knightdale	Wake
27560	3	1%			Morrisville	Wake
27592	4	1%	2	1%	Angier	Wake
27601	6	2%	1	0%	Raleigh	Wake
27603	5	1%			Garner	Wake
27604	2	1%			Raleigh	Wake
27605	1	0%			Raleigh	Wake
27606			1	0%	Raleigh	Wake
27607	3	1%			Raleigh	Wake
27609	3	1%			Raleigh	Wake
27610	3	1%	1	0%	Raleigh	Wake
27614		0%	1	0%	Raleigh	Wake
27615	1	0%	1	0%	Raleigh	Wake

## Survey Part I Questions

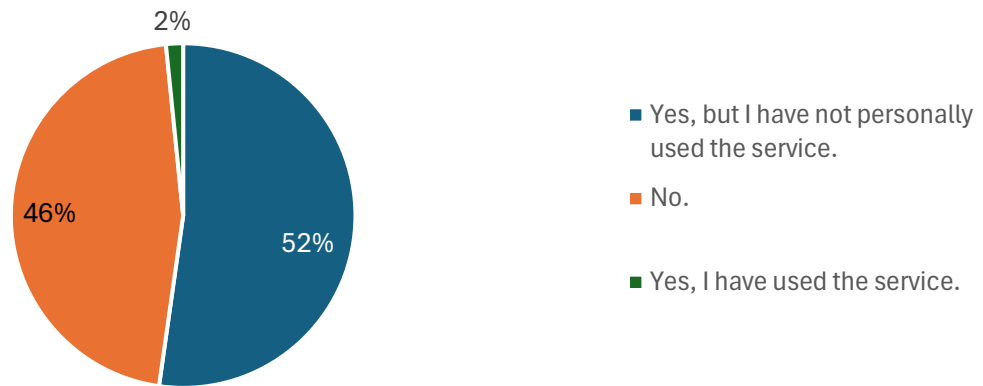
What are your primary modes of travel? (410 Selections)



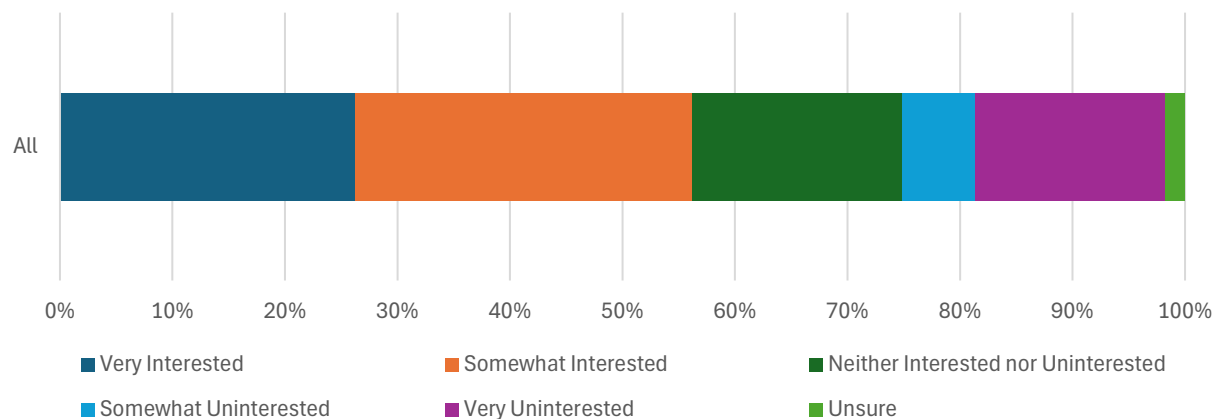
Have you used transit service before? (118 Responses)



Are you familiar with the Harnett Area Rural Transit System (HARTS)? (312 Responses)



What do you think about using public transit personally? (290 Responses)



What do you think about using public transit personally?	Very Interested	Somewhat Interested	Neither Interested nor Uninterested	Somewhat Uninterested	Very Uninterested	Unsure
<b>All Question Responses</b>	<b>26%</b>	<b>30%</b>	<b>19%</b>	<b>7%</b>	<b>17%</b>	<b>2%</b>
25-64 years old	26%	30%	15%	5%	22%	2%
65 years or older	31%	37%	23%	4%	6%	0%
Home ZIP in Harnett Cty	26%	32%	15%	6%	20%	1%
Home ZIP outside of Harnett Cty	33%	22%	28%	11%	6%	0%
Work/School ZIP in Harnett Cty	23%	33%	17%	4%	20%	2%

Work/School ZIP outside of Harnett Cty	38%	26%	15%	11%	11%	0%
Considered to be disabled	40%	45%	5%	10%	0%	0%
5 or more people live in my household	30%	22%	4%	9%	35%	0%
Household's total income < \$53,000	38%	38%	12%	3%	9%	0%
Represent a minority race or 2+ races	39%	39%	17%	0%	6%	0%

**The following statements express the value that transit provides to communities. Please rate how important each one is to you in deciding whether to support investment in public transit for the N. Harnett community.**

Summary of all responses to statements – listed in order from most to least important by response	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
Provide transportation options for seniors, disabled persons, or others who cannot drive. (299 Responses)	76%	17%	4%	2%	0%	1%
Reduce unemployment by increasing access to jobs. (295 Responses)	62%	26%	7%	2%	1%	2%
Provide transportation options for low-income persons. (299 Responses)	55%	22%	13%	3%	3%	4%
Help people avoid congestion (reduces number of vehicles on roads). (294 Responses)	53%	23%	14%	4%	2%	3%
Encourage new businesses and employees to come to Harnett County. (289 Responses)	50%	24%	13%	3%	2%	8%
Make it easy for people to walk and bike more, to improve public health and/or reduce health costs. (293 Responses)	46%	22%	18%	8%	2%	4%
Support the development of denser, more walkable/bikeable neighborhoods and activity centers. (289 Responses)	42%	22%	17%	5%	7%	7%
Reduce the cost of transportation for a household, or help households own fewer cars. (297 Responses)	38%	25%	16%	7%	8%	5%
Help people drive less to improve air quality. (293 Responses)	33%	22%	22%	6%	9%	8%



Provide transportation options for low-income persons.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	55%	22%	13%	3%	3%	4%
25-64 years old	56%	20%	12%	4%	3%	4%
65 years or older	51%	30%	11%	4%	0%	4%
Home ZIP in Harnett Cty	53%	22%	14%	4%	3%	4%
Home ZIP outside of Harnett Cty	72%	22%	6%	0%	0%	0%
Work/School ZIP in Harnett Cty	54%	23%	11%	5%	3%	4%
Work/School ZIP outside of Harnett Cty	63%	19%	13%	2%	0%	4%
Interested in using public transit	70%	20%	7%	2%	0%	0%
Uninterested in using public transit	27%	21%	18%	8%	11%	15%
Considered to be disabled	75%	5%	10%	10%	0%	0%
5 or more people live in my household	54%	17%	4%	4%	8%	13%
Household's total income < \$53,000	74%	15%	6%	0%	3%	3%
Represent a minority race or 2+ races	86%	10%	0%	0%	0%	5%

Reduce unemployment by increasing access to jobs.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	62%	26%	7%	2%	1%	2%
25-64 years old	66%	22%	8%	3%	1%	2%
65 years or older	54%	38%	2%	2%	0%	4%
Home ZIP in Harnett Cty	61%	26%	7%	3%	1%	2%
Home ZIP outside of Harnett Cty	67%	28%	6%	0%	0%	0%
Work/School ZIP in Harnett Cty	60%	26%	7%	3%	1%	2%
Work/School ZIP outside of Harnett Cty	70%	23%	4%	2%	0%	0%
Interested in using public transit	78%	17%	4%	1%	0%	0%
Uninterested in using public transit	32%	33%	17%	8%	5%	6%
Considered to be disabled	70%	20%	10%	0%	0%	0%
5 or more people live in my household	63%	25%	8%	0%	4%	0%
Household's total income < \$53,000	82%	9%	3%	0%	3%	3%
Represent a minority race or 2+ races	90%	5%	0%	0%	0%	5%

Provide transportation options for seniors, disabled persons, or others who cannot drive.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	76%	17%	4%	2%	0%	1%
25-64 years old	75%	18%	5%	1%	0%	1%
65 years or older	80%	15%	4%	0%	0%	2%
Home ZIP in Harnett Cty	73%	19%	5%	1%	0%	1%
Home ZIP outside of Harnett Cty	89%	11%	0%	0%	0%	0%
Work/School ZIP in Harnett Cty	76%	17%	4%	2%	0%	1%
Work/School ZIP outside of Harnett Cty	77%	17%	6%	0%	0%	0%
Interested in using public transit	87%	10%	2%	1%	0%	0%
Uninterested in using public transit	48%	29%	14%	6%	0%	3%
Considered to be disabled	86%	5%	10%	0%	0%	0%
5 or more people live in my household	67%	17%	13%	4%	0%	0%
Household's total income < \$53,000	94%	3%	0%	0%	0%	3%
Represent a minority race or 2+ races	91%	5%	0%	0%	0%	5%

Reduce the cost of transportation for a household, or help households own fewer cars.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	38%	25%	16%	7%	8%	5%
25-64 years old	39%	24%	17%	6%	9%	6%
65 years or older	38%	32%	19%	4%	4%	4%
Home ZIP in Harnett Cty	38%	25%	17%	6%	9%	6%
Home ZIP outside of Harnett Cty	33%	28%	22%	6%	6%	6%
Work/School ZIP in Harnett Cty	34%	28%	18%	6%	10%	5%
Work/School ZIP outside of Harnett Cty	57%	21%	9%	4%	4%	4%
Interested in using public transit	54%	29%	12%	2%	3%	0%
Uninterested in using public transit	11%	19%	25%	21%	25%	0%
Considered to be disabled	45%	20%	30%	5%	0%	0%
5 or more people live in my household	29%	17%	8%	8%	25%	13%
Household's total income < \$53,000	62%	18%	15%	0%	3%	3%
Represent a minority race or 2+ races	71%	10%	5%	0%	5%	10%

Help people avoid congestion (reduces number of vehicles on roads).	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	53%	23%	14%	4%	2%	3%
25-64 years old	53%	22%	14%	5%	3%	3%
65 years or older	52%	31%	12%	0%	2%	4%
Home ZIP in Harnett Cty	53%	23%	13%	4%	3%	4%
Home ZIP outside of Harnett Cty	50%	28%	17%	6%	0%	0%
Work/School ZIP in Harnett Cty	51%	25%	14%	4%	2%	4%
Work/School ZIP outside of Harnett Cty	66%	19%	11%	0%	2%	2%
Interested in using public transit	67%	21%	11%	1%	0%	0%
Uninterested in using public transit	32%	25%	20%	12%	10%	0%
Considered to be disabled	45%	25%	30%	0%	0%	0%
5 or more people live in my household	46%	17%	17%	8%	8%	4%
Household's total income < \$53,000	62%	21%	12%	0%	3%	3%
Represent a minority race or 2+ races	75%	10%	5%	0%	0%	10%

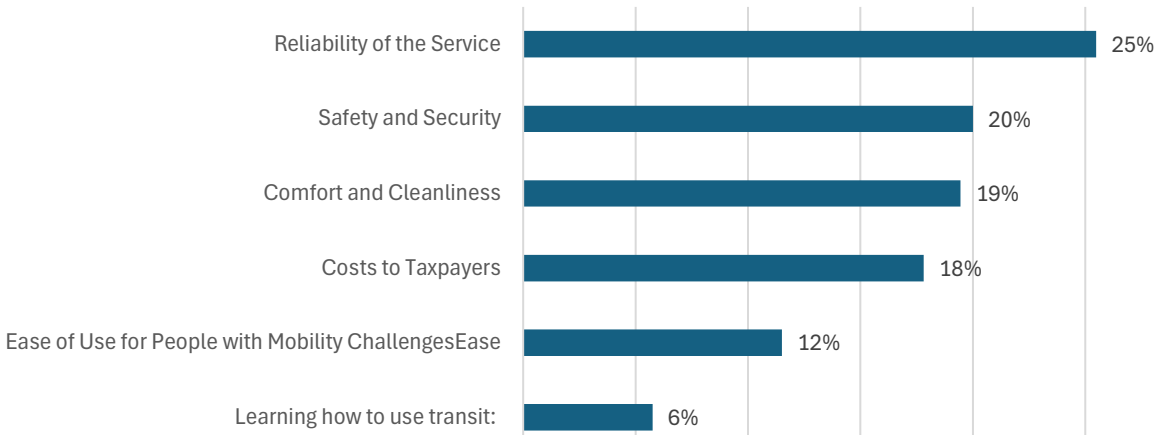
Help people drive less to improve air quality.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	33%	22%	22%	6%	9%	8%
25-64 years old	33%	20%	22%	6%	10%	10%
65 years or older	37%	29%	15%	6%	6%	8%
Home ZIP in Harnett Cty	33%	21%	20%	6%	10%	10%
Home ZIP outside of Harnett Cty	39%	17%	33%	6%	6%	0%
Work/School ZIP in Harnett Cty	30%	22%	24%	6%	10%	9%
Work/School ZIP outside of Harnett Cty	47%	17%	21%	4%	4%	6%
Interested in using public transit	50%	26%	18%	3%	4%	0%
Uninterested in using public transit	15%	10%	23%	21%	31%	0%
Considered to be disabled	35%	15%	25%	15%	0%	10%
5 or more people live in my household	38%	4%	25%	4%	8%	21%
Household's total income < \$53,000	50%	26%	12%	0%	9%	3%
Represent a minority race or 2+ races	70%	10%	10%	0%	0%	10%

Make it easy for people to walk and bike more, to improve public health and/or reduce health costs.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	46%	22%	18%	8%	2%	4%
25-64 years old	47%	20%	17%	9%	3%	5%
65 years or older	48%	21%	17%	6%	2%	6%
Home ZIP in Harnett Cty	47%	21%	16%	8%	3%	5%
Home ZIP outside of Harnett Cty	39%	11%	39%	11%	0%	0%
Work/School ZIP in Harnett Cty	42%	22%	19%	9%	2%	6%
Work/School ZIP outside of Harnett Cty	66%	13%	15%	4%	2%	0%
Interested in using public transit	61%	18%	15%	6%	1%	0%
Uninterested in using public transit	28%	28%	24%	16%	5%	0%
Considered to be disabled	40%	10%	25%	20%	0%	5%
5 or more people live in my household	38%	13%	29%	13%	4%	4%
Household's total income < \$53,000	56%	29%	12%	0%	0%	3%
Represent a minority race or 2+ races	70%	20%	0%	5%	0%	5%

Encourage new businesses and employees to come to Harnett County.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	50%	24%	13%	3%	2%	8%
25-64 years old	51%	21%	14%	3%	3%	8%
65 years or older	47%	28%	13%	2%	0%	9%
Home ZIP in Harnett Cty	51%	23%	13%	3%	2%	9%
Home ZIP outside of Harnett Cty	50%	17%	22%	0%	6%	6%
Work/School ZIP in Harnett Cty	49%	21%	14%	3%	2%	11%
Work/School ZIP outside of Harnett Cty	55%	26%	13%	2%	2%	2%
Interested in using public transit	67%	20%	12%	1%	1%	0%
Uninterested in using public transit	29%	33%	22%	8%	8%	0%
Considered to be disabled	45%	15%	25%	5%	5%	5%
5 or more people live in my household	59%	9%	18%	0%	5%	9%
Household's total income < \$53,000	56%	15%	18%	3%	0%	9%
Represent a minority race or 2+ races	71%	19%	5%	0%	0%	5%

Support the development of denser, more walkable/bikeable neighborhoods and activity centers.	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Not Important at All
<b>All Question Responses</b>	42%	22%	17%	5%	7%	7%
25-64 years old	44%	17%	17%	6%	9%	7%
65 years or older	34%	32%	19%	4%	6%	6%
Home ZIP in Harnett Cty	42%	20%	17%	5%	9%	8%
Home ZIP outside of Harnett Cty	44%	17%	28%	6%	6%	0%
Work/School ZIP in Harnett Cty	37%	20%	21%	6%	8%	8%
Work/School ZIP outside of Harnett Cty	57%	19%	13%	2%	6%	2%
Interested in using public transit	55%	22%	13%	6%	4%	0%
Uninterested in using public transit	26%	30%	20%	7%	17%	0%
Considered to be disabled	25%	15%	20%	20%	15%	5%
5 or more people live in my household	22%	30%	26%	17%	4%	0%
Household's total income < \$53,000	59%	12%	12%	6%	9%	3%
Represent a minority race or 2+ races	71%	14%	5%	5%	0%	5%

### What concerns do you have about transit? (739 Selections)



What concerns do you have about transit?	Reliability of the Service	Safety and Security	Comfort and Cleanliness	Costs to Taxpayers	Ease of Use	Learning how to use transit:	Other
<b>All Responses</b>	25%	20%	19%	18%	11%	6%	1%
25-64 years old	26%	19%	19%	17%	11%	5%	3%
65 years or older	25%	21%	20%	15%	12%	5%	2%
Home ZIP in Harnett Cty	25%	20%	18%	18%	11%	5%	3%
Home ZIP outside of Harnett Cty	31%	12%	22%	4%	16%	10%	6%
Work/School ZIP in Harnett Cty	24%	19%	18%	19%	12%	6%	2%
Work/School ZIP outside of Harnett Cty	27%	20%	18%	12%	11%	6%	5%
Interested in using public transit	27%	20%	19%	12%	13%	6%	3%
Uninterested in using public transit	18%	20%	18%	32%	7%	3%	2%
Considered to be disabled	21%	16%	19%	12%	18%	11%	4%
5 or more people live in my household	14%	18%	18%	27%	12%	8%	2%
Household's total income < \$53,000	24%	19%	18%	13%	16%	7%	3%
Represent a minority race or 2+ races	22%	18%	16%	15%	15%	12%	3%

### Comments for “What concerns do you have about transit?”

Access to service in my area & urban zoning and design making dense transit possible.

Available times and locations

Convenience

Freedom to schedule departure times

I think harnett county is to rural for it to be impactful

routes that make the commute quick

Schedule

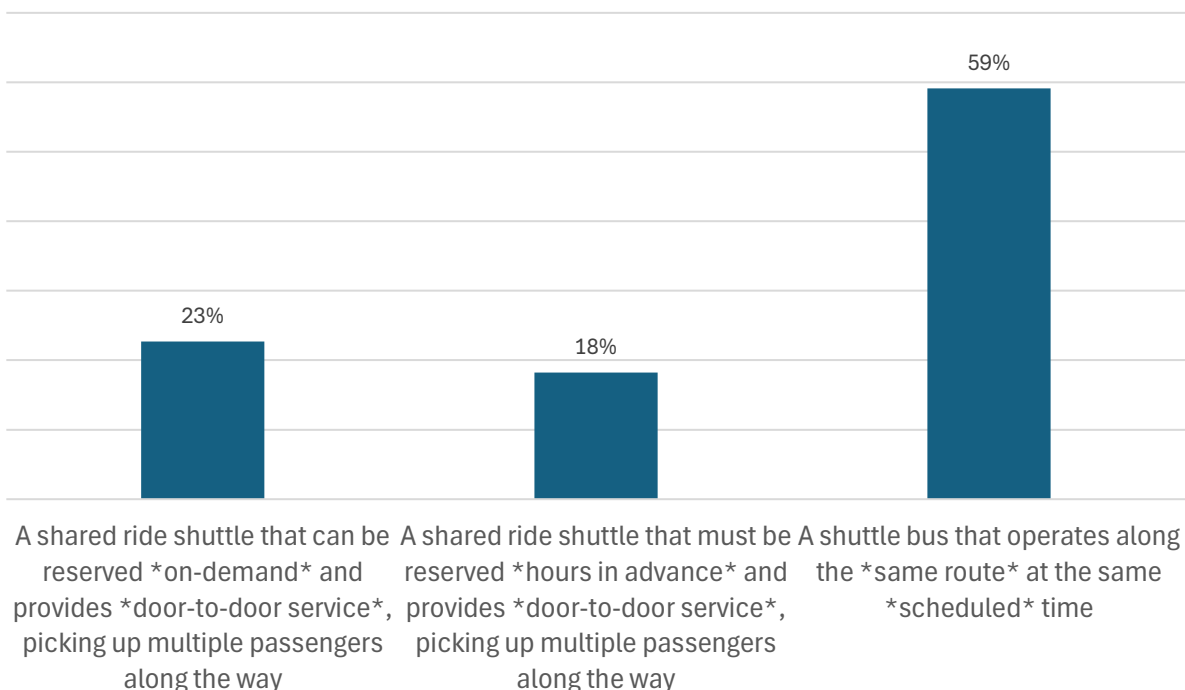
Schedule

Service routes

## Survey Part 2 Questions

For each of the questions below, what would be your top priorities to have in a North Harnett Transit System? Ultimately, it may not be necessary to choose among the selections below. For the Study, this exercise will help narrow down community priorities.

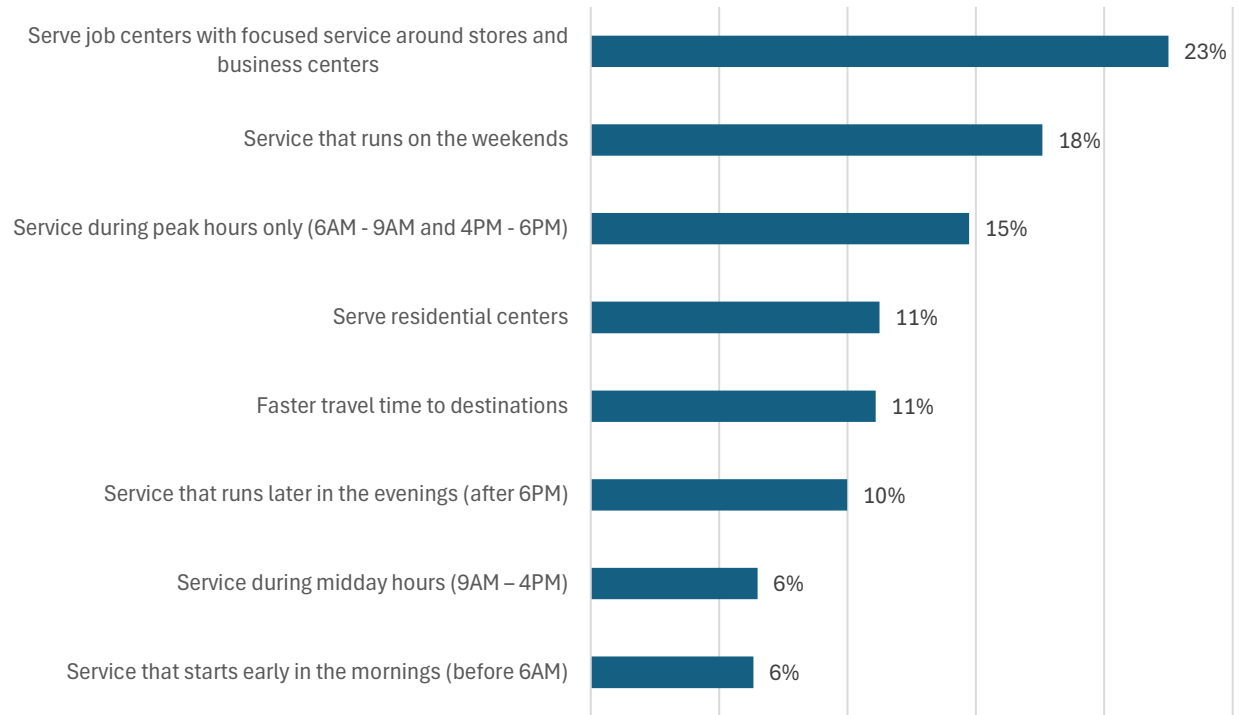
### Priority Question #1: Select One Option (172 Responses)



Priority Question #1: Select One Option	A shared ride shuttle that can be reserved *on-demand* and provides *door-to-door service*	A shared ride shuttle that must be reserved *hours in advance* and provides *door-to-door service*	A shuttle bus that operates along the *same route* at the same *scheduled* time
<b>All Responses</b>	23%	18%	59%
25-64 years old	23%	16%	62%
65 years or older	19%	28%	53%
Interested in using public transit	21%	12%	67%
Uninterested in using public transit	29%	31%	40%
Considered to be disabled	20%	20%	60%
5 or more people live in my household	32%	16%	53%
Household's total income < \$53,000	19%	22%	59%
Represent a minority race or 2+ races	39%	6%	56%
Home ZIP - Angier	21%	15%	64%
Home ZIP - Coats	18%	45%	36%
Home ZIP - Dunn	25%	25%	50%
Home ZIP - Erwin	25%	0%	75%
Home ZIP - Lillington	10%	23%	67%
Work/School ZIP - Angier	26%	21%	54%
Work/School ZIP - Coats	17%	50%	33%
Work/School ZIP - Dunn	25%	13%	63%
Work/School ZIP - Erwin	33%	0%	67%
Work/School ZIP - Lillington	18%	22%	60%

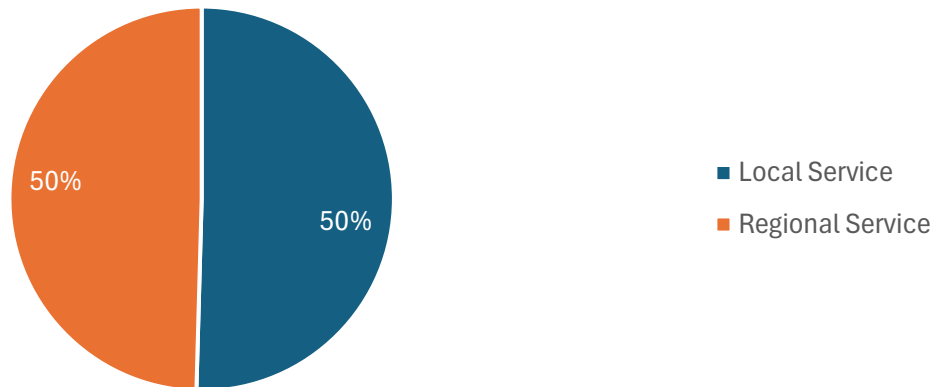


## Priority Question #2: Select up to Three Choices (631 Selections)



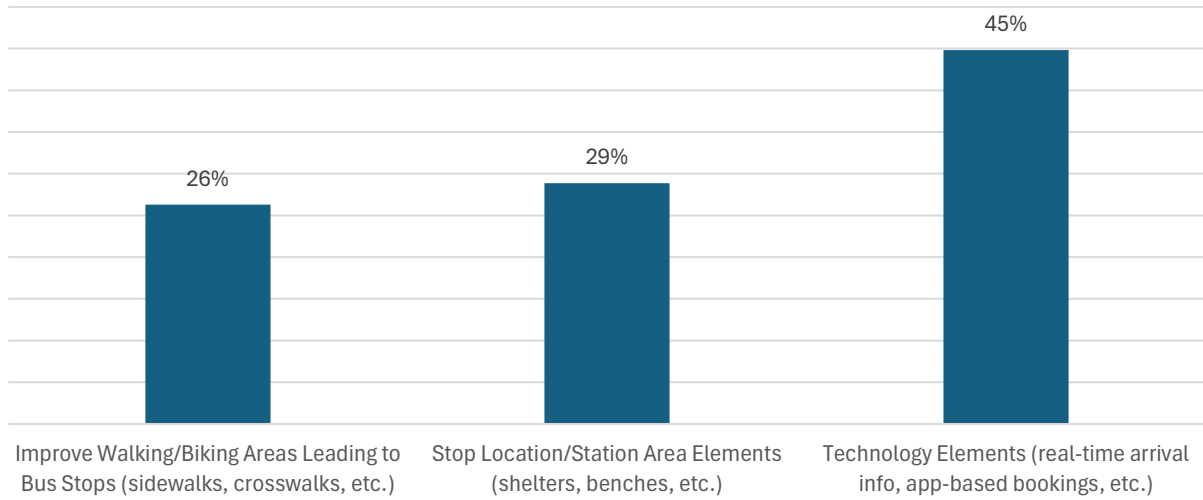
Priority Question #2: Select up to Three Choices	Serve job centers	Serve residential centers	Peak hours service (6AM - 9AM and 4PM - 6PM)	Early morning service (before 6AM)	Midday hour service (9AM - 4PM)	Later evening service (after 6PM)	Weekend service	Faster travel time to destinations
<b>All Responses</b>	23%	11%	15%	6%	6%	10%	18%	11%
25-64 years old	22%	10%	15%	7%	6%	11%	18%	11%
65 years or older	26%	14%	13%	3%	8%	6%	17%	13%
Interested in using public transit	23%	12%	14%	6%	6%	10%	17%	11%
Uninterested in using public transit	23%	8%	16%	8%	6%	11%	17%	12%
Considered to be disabled	19%	15%	14%	8%	7%	12%	15%	10%
5 or more people live in my household	21%	13%	17%	2%	13%	9%	13%	13%
Household's total income < \$53,000	18%	14%	12%	10%	8%	13%	17%	6%
Represent a minority race or 2+ races	18%	11%	16%	5%	3%	15%	21%	10%
Home ZIP - Angier	22%	13%	14%	7%	6%	10%	17%	12%
Home ZIP - Coats	26%	15%	7%	11%	7%	15%	19%	0%
Home ZIP - Dunn	21%	11%	25%	0%	11%	7%	14%	11%
Home ZIP - Erwin	33%	0%	25%	0%	8%	0%	8%	25%
Home ZIP - Lillington	24%	9%	15%	5%	7%	10%	19%	10%
Work/School ZIP - Angier	20%	13%	16%	7%	7%	10%	17%	11%
Work/School ZIP - Coats	29%	29%	7%	7%	7%	7%	14%	0%
Work/School ZIP - Dunn	16%	10%	13%	3%	13%	16%	19%	10%
Work/School ZIP - Erwin	27%	9%	18%	9%	9%	9%	18%	0%
Work/School ZIP - Lillington	22%	8%	13%	7%	9%	13%	21%	8%

### Priority Question #3: Select One Option (228 Responses)



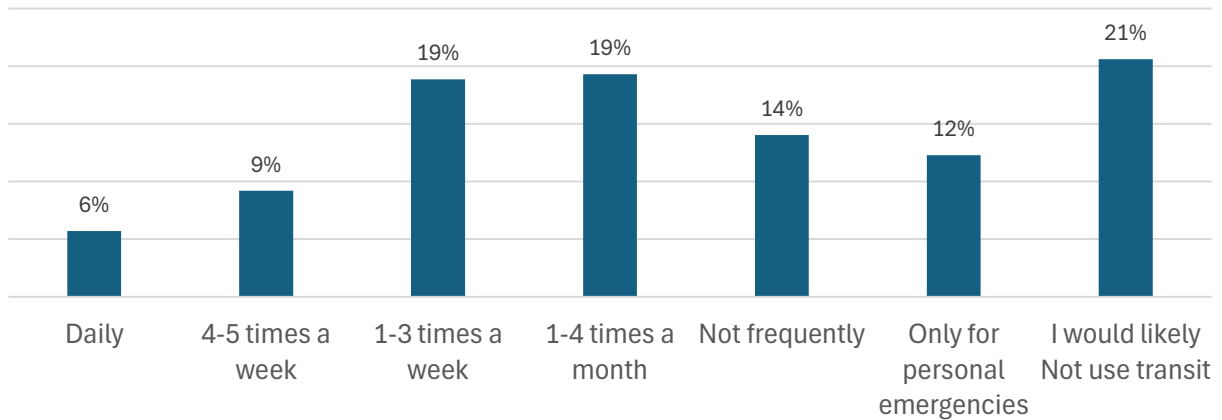
Priority Question #3: Select One Option	Local Service	Regional Service
<b>All Responses</b>	50%	50%
25-64 years old	51%	49%
65 years or older	41%	59%
Interested in using public transit	46%	54%
Uninterested in using public transit	57%	43%
Considered to be disabled	33%	67%
5 or more people live in my household	50%	50%
Household's total income < \$53,000	70%	30%
Represent a minority race or 2+ races	67%	33%
Home ZIP - Angier	45%	55%
Home ZIP - Coats	80%	20%
Home ZIP - Dunn	50%	50%
Home ZIP - Erwin	67%	33%
Home ZIP - Lillington	57%	43%
Work/School ZIP - Angier	48%	52%
Work/School ZIP - Coats	100%	0%
Work/School ZIP - Dunn	38%	63%
Work/School ZIP - Erwin	50%	50%
Work/School ZIP - Lillington	61%	39%

#### Priority Question #4: Select One Option (232 Responses)



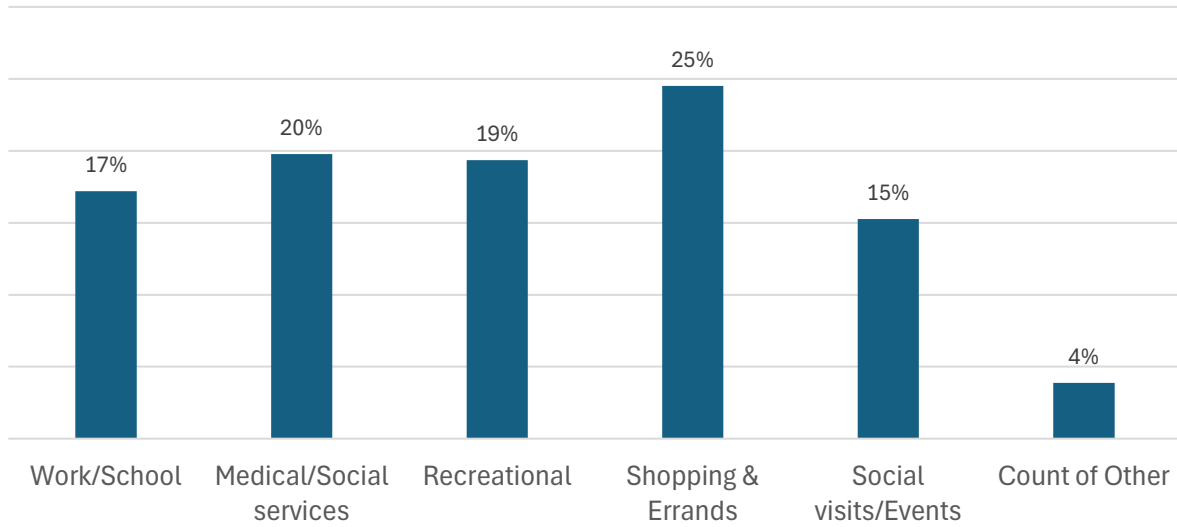
Priority Question #4: Select One Option	Improve Walking/Biking Areas Leading to Bus Stops	Stop Location/Station Area Elements	Technology Elements
<b>All Responses</b>	26%	29%	45%
25-64 years old	26%	30%	44%
65 years or older	22%	33%	44%
Interested in using public transit	31%	27%	42%
Uninterested in using public transit	22%	27%	51%
Considered to be disabled	11%	28%	61%
5 or more people live in my household	22%	39%	39%
Household's total income < \$53,000	38%	38%	25%
Represent a minority race or 2+ races	24%	29%	47%
Home ZIP - Angier	27%	24%	49%
Home ZIP - Coats	9%	36%	55%
Home ZIP - Dunn	0%	71%	29%
Home ZIP - Erwin	25%	50%	25%
Home ZIP - Lillington	37%	37%	26%
Work/School ZIP - Angier	24%	28%	47%
Work/School ZIP - Coats	0%	33%	67%
Work/School ZIP - Dunn	0%	38%	63%
Work/School ZIP - Erwin	0%	67%	33%
Work/School ZIP - Lillington	30%	32%	38%

If the priorities you selected in above were available, how often would you use transit? (228 Responses)



How often would you use transit?	Daily	4-5 times a week	1-3 times a week	1-4 times a month	Not frequently	Only for personal emergencies	I would likely Not use transit
<b>All Responses</b>	6%	9%	19%	19%	14%	12%	21%
25-64 years old	5%	9%	19%	19%	13%	12%	22%
65 years or older	7%	9%	14%	25%	23%	9%	14%
Home ZIP in Harnett Cty	4%	10%	18%	19%	21%	15%	11%
Home ZIP outside of Harnett Cty	13%	0%	27%	20%	13%	7%	20%
Work/School ZIP in Harnett Cty	7%	11%	16%	18%	22%	15%	11%
Work/School ZIP outside of Harnett Cty	5%	5%	25%	25%	15%	10%	15%
Interested in using public transit	9%	15%	28%	26%	10%	9%	2%
Uninterested in using public transit	0%	0%	0%	4%	21%	13%	63%
Considered to be disabled	0%	24%	18%	35%	12%	6%	6%
5 or more people live in my household	6%	18%	6%	29%	0%	18%	24%
Household's total income < \$53,000	17%	7%	20%	27%	13%	10%	7%
Represent a minority race or 2+ races	15%	0%	23%	15%	8%	31%	8%

### What types of trips would you use transit for? (465 Selections)



What types of trips would you use transit for?	Work/School	Medical/Social services	Recreational	Shopping & Errands	Social visits/Events	Other
<b>All Responses</b>	17%	20%	19%	25%	15%	4%
25-64 years old	21%	16%	21%	23%	16%	3%
65 years or older	5%	31%	16%	29%	15%	4%
Interested in using public transit	18%	19%	20%	26%	16%	1%
Uninterested in using public transit	14%	20%	20%	12%	18%	18%
Considered to be disabled	13%	31%	16%	27%	11%	2%
5 or more people live in my household	16%	19%	27%	19%	14%	5%
Household's total income < \$53,000	17%	24%	16%	26%	14%	3%
Represent a minority race or 2+ races	10%	23%	28%	23%	15%	3%
Home ZIP - Angier	11%	22%	21%	28%	15%	3%
Home ZIP - Coats	20%	20%	30%	10%	10%	10%
Home ZIP - Dunn	13%	20%	27%	20%	17%	3%
Home ZIP - Erwin	14%	29%	14%	29%	14%	0%
Home ZIP - Lillington	23%	23%	15%	21%	18%	2%
Work/School ZIP - Angier	17%	18%	18%	28%	15%	5%
Work/School ZIP - Coats	23%	14%	23%	23%	14%	5%
Work/School ZIP - Dunn	12%	20%	28%	20%	16%	4%
Work/School ZIP - Erwin	0%	20%	40%	20%	20%	0%
Work/School ZIP - Lillington	20%	22%	18%	20%	17%	2%

### Comments for “What types of trips would you use transit for?”

Church

I do not live or work in Harnett County

I have a car and would not use public transit but I believe it would greatly benefit Others

I would also use bike infrastructure for leasure.

I wouldn't

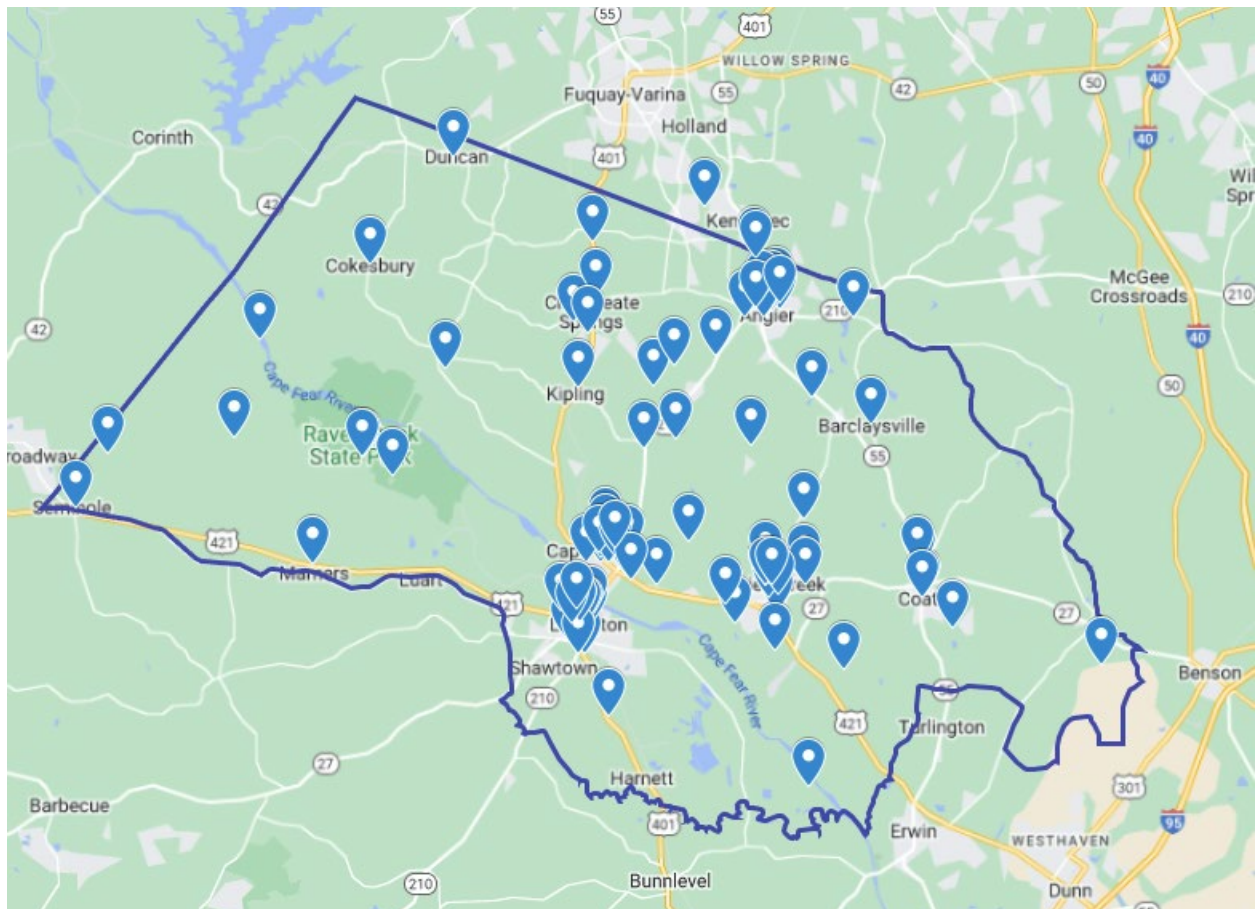
None

providing transit for Campbell Students

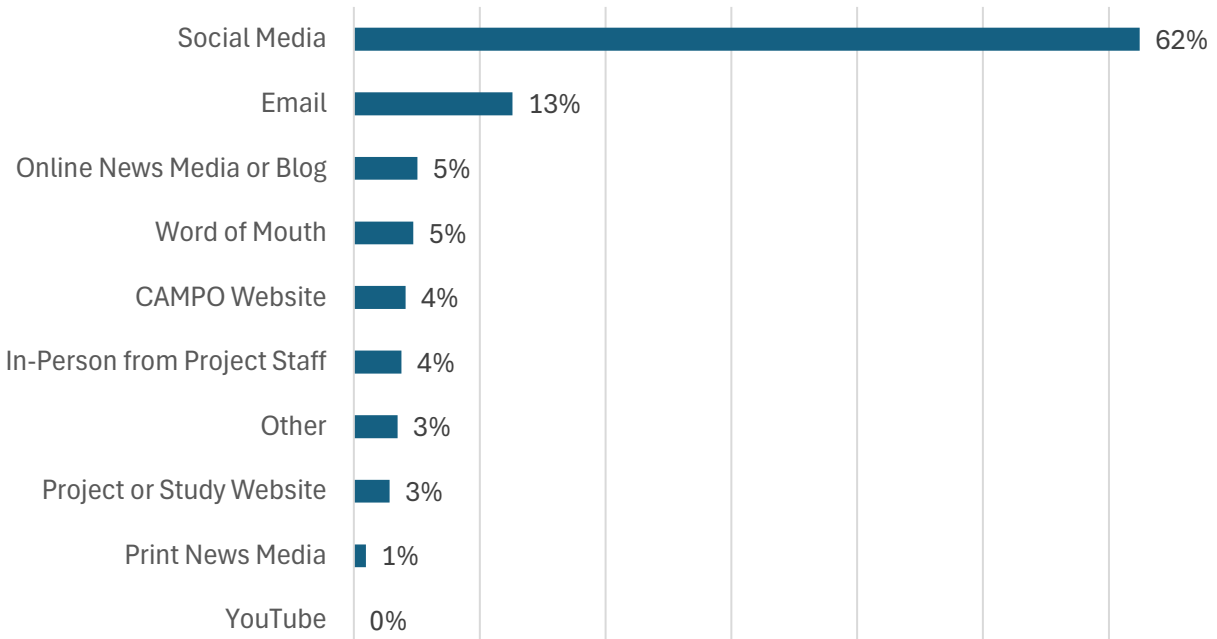
**Using the map below, please drop pins at locations where you would like to have transit service to. Think about popular destinations such as work and school, shopping locations, recreational sites, and locations where you see your family and friends. (37 Markers Placed)**

To View Interactive Map:

[https://www.google.com/maps/d/u/0/edit?mid=13tN8UuZ4G2kNSlpP7vxVzns4VMr\\_oYQ&usp=sharing](https://www.google.com/maps/d/u/0/edit?mid=13tN8UuZ4G2kNSlpP7vxVzns4VMr_oYQ&usp=sharing)



### How did you learn about this survey? (317 Selections)





## G. Survey Comments

### Comments for "Where you would like to have transit service to?"

add a sidewalk

Campbell University to Angier and Lillington

Campbell University;  
DSS

for harnett cty residents near lee county

I could not add as many routes as I would like here. I would have also added a route from CCCC and Campbell to Angier and Fuquay.

Connecting our community colleges and universities to transit will enable students and staff to participate more in the shopping and dining life of all communities in the area. Additionally, having a "weekender" that could go to downtown Raleigh, the airport, the larger malls would enable all Harnett Co folks greater access to things that make the whole region great.

I live in Johnson's Landing (in the Wake County portion of Angier) and would find a bus or shuttle to Downtown Angier and potentially other parts of Harnett County useful. At the same time, I don't know how practical this is given that I'm in the Wake County part of Angier. A park and ride from Downtown Angier to Raven Rock Park, Lillington, and Buies Creek would also be cool.

Less traffic to worry about when waiting to load and unload riders;

More students are not bringing cars and would use this for Walmart or other errands, or to go to restaurants and attractions

people very often need rides home from the emergency room

University

Work space ; ;

Would be nice to go to downtown Lillington via public transportation. Would be better to get a shuttle to take me to Fuquay-Varina, Raleigh, and (gasp) Durham.