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# WINSTON-SALEM URBAN AREA

# TITLE VI AND ENVIRONMENTAL JUSTICE PLAN APPENDIX

Prepared by:  
The Winston-Salem  
Department of Transportation

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DRAFT 2008



# APPENDIX A

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2008-2009 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost (Thous.)	Funding Source	Federal Functional Class
09 H01	WS-T001	U-3119A	Lewisville-Clemmons Road (SR 1103)	SR 1891 (Peace Haven Road) to North of US 421. Widen to Multi-Lanes and Replace Bridge No 213 over US 421. (Peace Haven Road (SR 1891) to Forest Oak Drive (SR 3580)).	2.5 (1.4)	2 lane	4 lane divided w/bike and sidewalk	No	E	34,202	STP	Minor Arterial
09 H02	WS-T002	B-3637	NC 801	Replace Bridge over Interstate 40, Revise Interchange		2 lane	7 lane w/bike and sidewalk	No	F, E	22,054	IM	Minor Arterial
09 H03	WS-L001		Bowen Boulevard	At New Walkertown Road	0.2	2 lane w/bike & sidewalk	Realign intersection	No	EJ-III, PT	1,912	L	Local
09 H04	WS-L002		West Clemmons Road Extension	Old Salisbury Road (SR 3011) to Peters Creek Parkway (NC 150)	0.8		New 3 lane w/ bike and sidewalk	No	E,CMP	4,492	L	Local
09 H05	WS-L003		Burke Mill Road Realignment	Griffith Road (SR 2972) to S. Stratford Road (US 158)	0.3	2 lane	New 3 lane w/ sidewalk	No	EJ-II, PT	2,253	L	Local

#### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
- E Projects in proximity to environmental and cultural features - See Chapter 6
- EJ Environmental Justice - Projects in proximity to minority and low-income populations - See Chapter 6
- F Freight consideration and accommodation

#### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstration
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# Winston-Salem Urban Area Metropolitan Planning Organization 2035 Fiscally Constrained Transportation Plan

## 2010 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
10 H06	WS-T003	B-3835	US 158 (Clemmons Road)	Replace Bridge over the Yadkin River		2 lane	4 lane w/bike and sidewalk	Yes	E	19,447		Minor Arterial
10 H07	WS-T004	U-4918	Research Park Boulevard	Transportation Improvements from Stadium Drive to Third Street	1.0		New 4 lane w/bike and sidewalk	No	E	12,714	DP O	HP Local
10 H08	WS-T005	U-4909	Union Cross Road (SR 2643)	Widening from Wallburg Road (SR 2691) to Sedge Garden Road (SR 2632)	3.6	2 - 3 lane	4 lane divided w/bike and sidewalk	No	F, E	56,910	STP	Collector
10 H09	WS-L004		Old Lexington Road	Interstate 40 to Sprague Street	0.5	2 lane	3 lane w/sidewalk	No	EJ-III, PT, E	2,572	L	Collector
10 H10	WS-L005		Patterson Avenue Extension	Third Street to Research Park Boulevard	0.4		New 4 lane w/bike & sidewalk	No	E	2,044	L	Local

\* Project Costs - Final Inflated Cost

### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
- E Projects in proximity to environmental and cultural features - See Chapter 6
- EJ Environmental Justice - Projects in proximity to minority and low-income populations - See Chapter 6
- F Freight consideration and accommodation

### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstration
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2011-2012 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
12 H11	WS-T006	R-2201	SR1611 - SR1112 King-Tobaccoville Road (Main Street)	RJR Entrance to SR 1115 (Kirby Road). Widen to Multi-Lanes. Intersection Improvements at SR 1105 (Meadowbrook Road).	1.7	2 - 5 lane	4 lane divided w/sidewalk	No	F, E	34,450	STPDA S(M)	Collector/Minor Arterial
12 H12	WS-T007	U-2923	SR 2747 (Clemmonsville Road)	SR 3011 (Old Salisbury Rd) to South Main St. Widen to Multi-Lanes.	1.9	2 - 3 lane	3 lane w/sidewalk	No	CMP, PT, E	11,799	S	L Collector
12 H13	WS-T008	U-2826B	US 52	I-40 Bypass to Proposed Northern Beltway (Western Loop) Interchange. Widen and Upgrade Roadway and Interchanges. (Stadium Drive (SR 4326) To Martin Luther King Jr., Drive (US 311)). Construct Improvements to allow the use of Existing Shoulder as Travel Lanes and other operational improvements.	12.0 (1.2)	4 lane freeway	6 lane freeway	Yes	EJ-III, CMP, F, PT, E	19,523	NHS	Freeway/Expressway
12 H14	WS-L006		Carver School Road Extension	Baux Mountain Road (SR 1946) to Old Walkertown Road (SR 2456)	0.8		New 3 lane w/bike and sidewalk	No	E, EJ-II	9,426	L	Local

#### \* Project Costs - Final Inflated Cost

#### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
- E Projects in proximity to environmental and cultural features - See Chapter 6
- EJ Environmental Justice - Projects in proximity to minority and low-income populations - See Chapter 6
- F Freight consideration and accommodation

#### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstration
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2013-2015 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
15 H15	WS-T009	U-2924	SR 4000 (University Parkway)	SR 3973 (North Point Boulevard) to SR 1672 (Hanes Mill Road (North)) Add Additional Lanes except for US 52 Bridge	2.7	4 lane divided; 5 lane	6 lane divided	Yes	EJ-II, CMP, F, PT	30,228	STP	Other Principal Arterial
15 H16	WS-T010	U-4917	Transportation Improvements to Peters Creek Parkway	Peters Creek Parkway, First and Second Streets, and Brookstown Avenue			Interchange/ Intersection Improvement	No	PT, E	2,148		Freeway/ Expressway
15 H17	WS-T011	U-2925A	Salem Creek Connector	Salem Avenue to SR 4325 (Martin Luther King, Jr. Drive) Widen to Multi-Lanes with Part on New Location. (Salem Avenue to US 52)	1.0 (0.5)		New 4 lane divided w/bike and sidewalk	No	EJ-III, E	15,696	STP	Local
15 H18	WS-L007		N. Main St./Piney Grove Rd. Connector	North Main Street (NC 150) to Piney Grove Road (SR 1969)	0.9		New 4 lane divided w/bike and sidewalk	No	CMP, F, E	13,740	L	Local
15 H19	WS-L008		The Great Wagon Road/Lewisville-Clemmons Road Extension	Lewisville-Vienna Road (SR 1308) to Shallowford Road (SR 1173)	1.1		New 3 lane w/bike and sidewalk	No	E	6,046	L	Local

#### \* Project Costs - Final Inflated Cost

#### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
- E Projects in proximity to environmental and cultural features - See Chapter 6
- EJ Environmental Justice - Projects in proximity to minority and low-income populations - See Chapter 6
- F Freight consideration and accommodation

#### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstrator
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2016-2025 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
25 H20	WS-T012	I-911	Interstate 40	West of NC 801 (exit 180) to west of SR 1122. Pavement Rehabilitation and Construct fifth and sixth lanes. (Coordinate with I-2102)	7.1	4 lane freeway	6 lane freeway	Yes	F, E	95,056	NHS IM	Interstate
25 H21	WS-T013	R-2568	NC 109	South of I-85 Business in Thomasville to I-40/US 311 in Winston-Salem. Widen to Multi-Lanes with Bypass of Wallburg. Some New Location.	13.5	2 lane	4 lane divided w/bike and sidewalk	Yes	EJ-II, F, PT, E	93,693	STP	Minor Arterial
25 H22	WS-T014	U-3617	SR 2045 East Mountain Street/Old US 421, SR 1005, SR 1008	NC 66 in Kernersville to SR 2001 (Winthrop Street) in Guilford County. Widen to Multi-Lanes.	2.8 (1.5)	2 lane	4 lane divided w/bike and sidewalk	Yes	EJ-II, F, PT, E	26,265	STP	Collector/ Minor Arterial
25 H23	WS-T015	U-4734	Macy Grove Road Extension (North)	SR 1005 (East Mountain Street) to NC 150 (North Main Street). Multi-Lane Facility on New Location.	1.9 (1.5)		New 4 lane divided w/bike and sidewalk	No	E	27,417	STP	Local
25 H24	WS-T016	U-2579	Winston-Salem Northern Beltway, Eastern Section (Future I-74)	US 52 to US 311. Multi-Lane Freeway on New Location.	17.1		New 4 - 6 lane freeway	Yes	EJ-II, F, E	1,273,644	T	Interstate
25 H25	WS-T017	U-2729	SR 1672 (Hanes Mill Road)	Museum Dr to SR 4000 (University Pkwy). Widen to a Multi-Lanes with Curb and Gutter.	0.4	2 lane	5 lane w/bike and sidewalk	No	F, PT, E	14,417	STP	Collector/ Local
25 H26	WS-T018	R-2577A	US 158	Multi-Lanes North of US 421/I-40 Business in Winston-Salem to US 220 (Part A to NC 66). Widen to Multi-Lanes.	18.8 (4.5)	2 lane	4 lane divided w/ sidewalk	Yes	EJ-III, F, CMP, E	55,921	T	Other Principal Arterial
25 H27	WS-T019	U-2800	SR 2601 (Macy Grove Road)	Industrial Park Drive to SR 1005 (Old US 421). Widen to Multi-Lanes, Part on New Location and Convert Grade Separation at I-40 Business to an Interchange.	1.9 (0.4)		Build Interchange; 4 lane divided w/bike and sidewalk	No	F, E	58,297	STP STPDA S(M)	Collector/ Local
25 H28	WS-T011	U-2925B	Salem Creek Connector	Salem Avenue to SR 4325 (Martin Luther King, Jr. Drive) Widen to Multi-Lanes with Part on New Location. (US 52 including interchange to Martin Luther King, Jr. Drive)	1.0 (0.5)	2 lane	4 lane divided w/bike and sidewalk	No	EJ-II, E	69,264	STP	Local
25 H29	WS-T020	U-4413	SR1646 (Broad Street)	Wachovia Avenue to Second Street. Widen Structure (H178) and Improve Approaches	0.4	2 - 4 lane	Widen Bridge to 5 lanes w/bike and sidewalk	No	EJ-II, PT, E	12,698	STP	Local



# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2016-2025 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
25 H30	WS-T021	U-2707	SR 3000 (Idols Road Extension)	SR 2999 (Hampton Road) to US 158 (S. Stratford Road) Two-Lane Shoulder Section on New Location.	2.3		New 2 lane w/bike and sidewalk	No	E	19,625	STP	Collector
25 H31	WS-L009		Interstate 40	US 311 to Guilford County	8.6	4 lane freeway	6 lane freeway	Yes	EJ-III, F, E	355,137		Interstate
25 H32	WS-L010		Williams Road (SR 1173) at US 421	Williams Road Bridge over US 421	0.1	2 lane	Widen Bridge to multi-lanes w/bike and sidewalk	No		37,275		Collector
25 H33	WS-L011		Business I-40 (US 421) Interchange at Big Mill Farm Road	Hopkins Road to S. Main Street	1.1		New Interchange, 4 lane divided w/bike and sidewalk	No	F, E	54,343		Local
25 H34	WS-L012		Ebert/Stratford Connector	New alignment from Ebert Road to South Stratford Road (US 158)	2.0		New 3 lane w/bike and sidewalk	No	F, E	49,510		Local
25 H35	WS-L013		Peace Haven/Styers Ferry Road Conn.	Lewisville-Clemmons Road (SR 1103) to Lasater Road (SR 1100)	1.5		New 2 lane w/bike and sidewalk	No	E	21,036		Local
25 H36	WS-L014		Forum Parkway Connector	Forum Parkway (SR 3955) to University Parkway (NC 66)	0.4		New 2 lane w/bike and sidewalk	No	F	8,169		Local
25 H37	WS-L015		US 158 (Clemmons Road)	Lewisville-Clemmons Road (SR 1103) to Harper Road (SR 1101) and from Yadkin River Bridge to Baltimore Road (SR 1630).	4.2	2 lane	3 lane w/bike and sidewalk	Yes	E	8,612		Minor Arterial
25 H38	WS-L016		MLK Jr. Drive Extension	Trade Street to Northwest Boulevard	1.0	2 lane	New 4 lane divided w/bike and sidewalk	No	EJ-III, E	60,362		Local

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2016-2025 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
25 H39	WS-L017		Glenn Hi Road Extension	Union Cross Road (SR 2643) to NC 66			New 4 lane divided w/bike and sidewalk	No	E	49,214		Local
25 H40	WS-L018		Piney Grove Road (SR 1969)	N. Main Street (NC 150) to Linville Springs Road (SR 2030)		2 lane	3 lane w/bike and sidewalk	No	E	11,395		Local

\* Project Costs - Final Inflated Cost

#### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
- E Projects in proximity to environmental and cultural features - See Chapter 6
- EJ Environmental Justice - Projects in proximity to minority and low-income populations - See Chapter 6
- F Freight consideration and accommodation

#### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstration
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2025-2035 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
35 H41	WS-T018	R-2577B	US 158	Multi-Lanes North of US 421/I-40 Business in Winston-Salem to US 220 (Part B - NC 66 to Guilford County Line). Widen to a Multi-Lanes.	18.8 (7.1)	2 lane	4 lane divided w/ sidewalk	Yes	F, CMP, E	98,018	T	Other Principal Arterial/Minor Arterial
35 H42	WS-T022	U-2826	US 52	I-40 Bypass to Proposed Northern Beltway (Western Loop) Interchange. Widen and Upgrade Roadway and Interchanges.	12.0	4-6 lane freeway	6 lane Interstate with auxiliary lanes	Yes	EJ-III, F, CMP, PT, E	1,676,240	HP NHS	Freeway/Expressway
35 H43	WS-T023	R-3823	Stokes County Connector	US 52 (King) to US 311 (Walnut Cove). Two Lanes Utilizing Existing Secondary Roads Where Possible, Some New Location.	15.0		New 2 lane w/ bike	Yes	E	102,006	STP	Local
35 H44	WS-T024	I-4924	I-73 - I-74 Connector (Regional Airport Connector)	Northern Beltway/West Mountain Street to Guilford County	6.9		New 4 lane freeway	Yes	F, E	341,335		Proposed Freeway/Expressway
35 H45	WS-T025	R-2247	Winston-Salem, Northern Beltway (Western Loop).	Winston-Salem Northern Beltway - Western Section. Interstate-40 to US 52. Four Lane Expressway on New Location.	14.8		New 4 lane freeway	Yes	F, E	1,277,275	T NHS	Freeway/Expressway
35 H46	WS-T025	R-2247A	Winston-Salem, Northern Beltway (Western Loop)	Winston-Salem Northern Beltway, US 158 (South Stratford Road) to I-40. Four Lane Expressway on New Location.	1.9		New 4 lane freeway	Yes	F, E	57,977	NHS	Freeway/Expressway
35 H47	WS-T026	R-3610	NC 801	From Peoples Creek Road (SR 1650) at Advance to US 158 South of I-40. Upgrade Roadway from SR 1650 to SR 1624, Multi-Lane Roadway from SR 1624 to US 158.	4.6	2 lane	4 lane divided w/bike and sidewalk	No	E	67,450	STP	Minor Arterial/Major Collector
35 H48	WS-T027	U-2730	NC 65 (Bethania-Rural Hall Road)	US 52 to NC 66 in Rural Hall. Widen to 5-lanes, US 52 to SR 3983 (Northridge Park Dr) and to 3-lanes, SR 3983 (Northridge Park Dr) to NC 66.	2.4	2 - 3 lane	3 - 5 lane w/bike and sidewalk	No	EJ-II, F, E	60,308	STP	Minor Arterial
35 H49	WS-L019		US 311 Connector	I-40 to Business I-40	2.8		New 4 lane divided w/bike and sidewalk	Yes	EJ-III, F, E	147,218		Local

# Winston-Salem Urban Area Metropolitan Planning Organization

## 2035 Fiscally Constrained Transportation Plan

### 2025-2035 Street and Highway Project List

Map Code	Project ID Number	STIP Number	Project Name	Project Limits	Mileage Project (Segment)	Existing Cross-Section	Proposed Cross-Section	Regional Significance	Other Significant Factors	Project Cost * (Thous.)	Funding Source	Federal Functional Class
35 H50	WS-L020		Business Interstate 40 (US 421)	Northern Beltway to Guilford County	5.3	4 lane freeway	6 lane freeway	Yes	F, PT, E	229,821		Freeway/Expressway
35 H51	WS-L013		Peace Haven/Styers Ferry Rd. Conn.	Lewisville-Clemmons Road (SR 1103) to Peace Haven Road (SR 1891)	1.8		New 2 lane w/bike and sidewalk	No	EJ-II, E	26,740		Local

#### \* Project Costs - Final Inflated Cost

#### Other Significant Factors Codes

- PT Public Transportation along project corridor
- CMP Congestion Management Processes - See Chapter 5
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- F Freight consideration and accommodation

#### Funding Source Codes

- Federal
  - NHS National Highway System
  - STP Surface Transportation Program
  - STPDA Surface Transportation Program - Direct Attributable
  - HP Federal-Aid High Priority
  - DP Discretionary or Demonstration
  - CMAQ Congestion Mitigation and Air Quality
  - IM Interstate Maintenance
- State
  - S State
  - S(M) State Match
  - T Highway Trust Funds
- Local
  - L Local Sources such as Bonds or Developer Participation
  - O Others

# APPENDIX B

# **Winston-Salem Urban Area 2004 Federal Certification Review Title VI and Environmental Justice Recommendations And 2008 Status Report**

To ensure that the WSUA MPO complies with Title VI, the staff has made efforts to address environmental justice and non-discrimination with regard to the transportation planning process. The *WSUA Title VI/Environmental Justice Plan* has been developed to provide guidance on how this can be accomplished. The plan includes a comprehensive demographic profile, methodologies for measuring and or identifying imbalances in the transportation network, a tiered approach to public involvement strategies, and considerations on how to include environmental justice in the project selection process.

The following are the recommendations from the 2004 certification review with a brief statement of the MPO's current status.

- 1. The MPO should formalize and document a process for evaluating the effectiveness of its public involvement process and various techniques. A suggestion is for the MPO to distribute evaluation forms at public meetings.**

A comment/evaluation forms have been included in our public involvement process.

- 2. The MPO should overlay all past, current, and future projects onto the map of minority and low-income (MLI) communities and identify project impacts, both positive and negative.**

The Asian, American Indian, Black, Hawaiian Pacific Islander, Hispanic and Low-Income populations have been identified and mapped by traffic analysis zones (TAZ). LRTP street and highway projects and transit routes have been mapped individually with Black, Hispanic, and Low-Income populations. Project impacts have not been identified. This shall be conducted on a project-by-project case by the project manager, whether it be MPO staff, NCDOT, or a consultant. The project manager shall use this EJ plan as a reference and guide for complying with the MPO's policy.

- 3. The MPO should develop a method for identifying the transportation needs of MLI populations.**

The WSDOT conducted a Transportation Survey in 2006 to solicit public opinion on transportation services within the MPO. In order to obtain input from MLI populations, the surveys were distributed by various methods to encourage participation. The details of this process are explained in the Transportation Survey Summary included in Appendix C of the WSUA Title VI/Environmental Justice Plan.

- 4. The MPO should develop procedures for identifying service inequities in the transportation network.**

The MPO's analytical process for assessing service equity for EJ populations is currently included in the project selection process by adding an EJ category to the

project ranking table and to the LRTP Street and Highway Table. Suggestions on processes for determining service equity are included on page 32 of the WSUA Title VI/Environmental Justice Plan.

5. **The MPO staff who are responsible for public involvement are encouraged to attend training.**

The following list identifies the dates and locations of training related to EJ attended by WSDOT staff:

**January 2008** - TRB Session - *Environmental Justice in the Planning Process*

**October 2007** - MPO Conference Session - *Transportation and Special Populations: Travel for Older Adults, Travel for Children, Latino Impact on Transportation in NC*

**November 2004** - UNC Center for Civil Rights Conference - *Invisible Fences*

**September 2004** - Mecklenburg Union/PBS&J - *MPO Environmental Justice Training*

6. **The MPO should develop a position or policy statement regarding Title VI/Environmental Justice.**

A mission and policy statement is included in the WSUA Title VI/Environmental Justice Plan and will be adopted as part of the LRTP process.

7. **The MPO should consider including environmental justice in the project selection process.**

An "EJ" identification has been included in the *Other Significant Factors* column in the WSUA MPO Fiscally Constrained Transportation Plan table. This is an indication for all project/program planners that the identified project exists within identified EJ population boundaries and should be further reviewed and or considered for funding. The category of Environmental Justice will also be added to the criteria ranking for the next update of the WSUA Needs Report.

8. **The MPO should develop a method to continually evaluate public involvement strategies targeted toward minority and low-income citizens.**

Listed in the Future Initiatives section of the WSUA Title VI/Environmental Justice Plan on page 34 are two goals.

- 1) Identify evaluation measures and benchmarks and provide a biannual report card.
- 2) Determine the level of public knowledge and awareness by working with a citizen advisory group.

It is intended that with the accomplishment of these two goals, a method to continually evaluate public involvement strategies will be developed.

# APPENDIX C



# **Winston-Salem Department of Transportation**

## **Transportation Services Survey 2006**

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### **Introduction**

The Winston-Salem Department of Transportation (WSDOT) is currently in the process of evaluating the transportation needs for the citizens of the City of Winston-Salem and the surrounding areas. As a way to help with the process, a survey was utilized to collect data. The target areas of: The City of Winston-Salem, Forsyth County, King (Stokes County), Bermuda Run (Davie County), and Northern Davidson County were selected to be the direct focus groups.

The purpose of this survey was to give citizens an opportunity to share their thoughts about our transportation services and to encourage more citizen participation in the transportation planning and development process. Example questions: How do you travel everyday? What do you like and dislike? What needs to be improved? What can the WSDOT do to help you travel better? The data from this survey will help our staff make improvements to the transportation system's facilities, programs, and services. Our goal is to provide a safe and efficient transportation system that meets daily travel needs.

### **Survey Development**

The form utilized for this survey was developed by WSDOT Staff, based upon citizen concern gathered through many years of interacting with the public. Ideas, questions and methods were also researched using the 1996 Travel Survey Manual produced by the U.S. Department of Transportation, the U.S. Environmental Protection Agency and the Bureau of Transportation Statistics: National Household Travel Survey webpage. This project identified numerous issues of concern throughout the Winston-Salem Urban Area. The survey questions were designed to obtain maximum input regarding both short-range and long-range concerns of citizens.

### **Design of Survey-**

- Four (4) page newspaper format, printed on 11" by 17" paper
  - First Page contains cover letter explaining the purpose of the survey with the final approval of survey
  - Second and Third pages-Consists of 13 transportation questions, a table and 5 demographic questions (19 questions total)
  - Fourth page- Mailing address on the top third with presorted postage permit. Middle third lists contacts for Winston-Salem Department of Transportation for questions and comments. Bottom third was designed by U.S. Postal Service with business reply mail address and return postage

- Every Survey includes a space indicating a survey reference number to show how the survey was collected and to keep a count on how many surveys came from one particular location/event

## **Participation**

The survey was distributed via mail, web page, and targeted on-site venues. A sample of the entire Winston-Salem Urban Area was selected to receive the survey in the mail. The survey was advertised in local publications and staff was interviewed by a local news station. The Adaptables, a not-for-profit group headquartered in Winston-Salem, NC, mailed over 4000 surveys to persons with disabilities

We were pleased that a number of locations allowed us to distribute the survey on site. Many businesses were eager to help, even providing personnel to assist with preparations. We were able to obtain participation in the survey project from Forsyth Technical Community College (FTCC) and The Winston-Salem Transit Authority (WSTA). The WSTA transit center location provided the most responses because of the number of willing participants waiting for buses, while FTCC provided a captive audience because student registration had just begun.

The survey was conducted between June and August of 2006. The survey was mailed to 8000 residents and placed on the City of Winston-Salem website. The 8000 residents were randomly selected with the help of GIS software. We personally distributed surveys at 10 scheduled locations and 9 interest groups aided in distribution. The use of incentives, such as Harris Teeter gift certificates, Tanglewood golf passes, and cold drinks aided the distribution efforts. Special outreach was provided to minority and low income populations due to low participation in previous efforts. We received 1617 surveys representing 48 different zip codes. The 1617 surveys exceeded our goal of 1200.

**Total Surveys Received by Location-**

	<b>Number of Surveys</b>
Mailed	552
Winston-Salem Transit Authority	234
Online	125
The Adaptables Organization	106
City Employees	100
Parkway Plaza Shopping Center	79
Hanes Mall	75
Hispanic Festival	63
Forsyth Technical Community College	50
Casa di Guadeloupe	40
Accessible Festival	38
Rock the Block Festival	30
St. John CME Church	30
Hispanic Counseling and Family Services	25
Northside Shopping Center	24
Printed/Downloaded & Mailed	20
Sam's Club	14
King's Plaza Shopping Center	5
Elegant Tresses	5
St. Marks Church	1
Winston Lake Apartments	1
Total Amount of Surveys	1617

## 2006 Transportation Services Survey Results

### 1. Aware of WSDOT

Yes	1406	88%
No	195	12%

### 2a. Received meeting notices?

Yes	416	25%
No	1245	75%

### 2b. If Yes, what form

Newspaper	225	54%
Mailed	152	37%
TV Ads	116	28%
Radio	71	17%
Other	38	9%
E-mail	26	6%
No Response	24	6%

### 3a. Attended meetings?

Yes	181	13%
No	1188	87%

### 3b. If No, why not?

Not directly affected	550	46%
Meeting date/time	299	25%
No Response	252	21%
Do not trust Government	192	16%
Not interested	185	16%
Opinion wouldn't count	163	14%
Meeting location	148	12%
Lack of child care	50	4%
Lack of transportation	28	2%

### 4. Transportation used?

Auto/Truck	1238	46%
Bus	439	16%
Walking	411	15%
Bicycle	174	7%
Taxi	156	6%
Carpool/Vanpool	111	4%
Trans-Aid	78	3%
Motorcycle	38	2%
Other	20	1%

### 5. Enough transportation options?

Yes	626	42%
No	879	58%

### 6a. Traffic congestion

Minor, rush hourly	979	64%
Major, rush hourly	550	36%

### 6b. Delays

Constant delays	543	35%
Few delays	999	65%

### 7. Current bus routes/location meet needs?

Yes	761	55%
No	618	45%

### 8. Rating transportation system

Excellent	105	7%
Very Good	283	19%
Good	528	35%
Fair	403	27%
Poor	116	8%
Very Poor	62	4%

### 9. Projects affected your traffic pattern?

Yes	342	23%
No	1168	77%

### 9b. If Yes, Good or Bad?

Good	131	41%
Bad	185	59%

### 9c. If Bad, List the Locations

Total comments	148
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### 9d. Was the change intentional/unfair?

Yes	111	39%
No	177	61%

## 2006 Transportation Services Survey Results (Continued)

### 9e. How did it affect you?

Loss of access	84	72%
Increased traffic	78	67%
Increased noise	33	28%
Decreased property value	27	23%
Decreased appearance	27	23%
Property buyout	26	22%
Decreased air quality	24	21%
Decrease in property	13	11%

### 10. Travel time satisfactory?

#### Baptist Hospital

Yes	1130	89%
No	135	11%

#### Downtown Health Center

Yes	904	86%
No	147	14%

#### County Health Department

Yes	872	86%
No	137	14%

#### Forsyth Medical Center

Yes	1057	88%
No	149	12%

#### Hanes Mall

Yes	1026	82%
No	221	18%

#### Other Major Shopping Centers

Yes	988	81%
No	224	19%

### 11. Fair share of tax dollars

Yes	748	54%
No	642	46%

### 12. Received fair share of projects?

Yes	704	47%
No	807	53%

### 13. Satisfied with condition of services

Yes	754	50%
No	747	50%

## Important Transportation Issues-

	Not Important	Somewhat Important	Important	Very Important	Don't Know
Create public bus service between Greensboro, Winston-Salem and High Point	9%	14%	28%	43%	6%
Build new sidewalks	10%	15%	29%	41%	5%
Improve traffic signal timing	7%	16%	31%	39%	7%
Improve bus system	7%	15%	31%	39%	8%
Improve appearance of streets and highways	7%	18%	32%	38%	5%
Provide Sunday public bus service	15%	16%	23%	37%	9%
Provide more options to travel to PTI Airport	12%	16%	30%	34%	8%
Build new major roads	13%	21%	31%	28%	7%
Provide bicycle lanes on more streets	14%	21%	28%	32%	5%
Provide more crosswalks	9%	20%	32%	32%	7%
Widen existing major roads	10%	21%	33%	31%	5%
Install traffic signal	10%	20%	34%	30%	6%
Reduce traffic and/or speed on my street	24%	17%	25%	29%	5%
Add more turning lanes at intersections	13%	22%	38%	21%	6%
Improve facilities to move packages and freight	15%	21%	29%	19%	16%

**The highest rated “Very Important” Transportation Issues:** *Create Public Bus Service between Greensboro, High Point, Winston-Salem (43% response) and Build new sidewalks (41% response).*

**The highest rated “Not Important” Transportation Issues:** *Reduce traffic and/or speed on my street (24% response), Provide Sunday public bus service (15% response) and Improve facilities to move packages and freight (15% response).*

*Note: Percentages are based on total responses for that particular category.*

### **Total Written Comments by Category-**

<b><u>Category</u></b>	<b><u>Count</u></b>	<b><u>Percent</u></b>
Transit	458	52
Sidewalks	54	6
Public Meetings	33	4
Non-Transportation	32	4
Pavement Conditions	31	3
Signals	31	3
Traffic Calming	30	3
General	29	3
Interstate/Highway	29	3
Survey Design	27	3
Rail	25	3
Beltways	22	3
Bike	22	3
Congestion	21	2
Road Widening	17	2
Appearance	11	1
Signs	7	1
Greenways	4	0.4
Stormwater	4	0.4
Airport	2	0.2
<b>Total</b>	<b>889</b>	

### **Who Filled Out the Survey-**

The following is based on demographic information that was collected from questions 15-19. This data was used for statistical purposes and was requested under the optional portion of the survey.

#### **Age Group:**

Out of those who filled out the survey, the leading age group was the 41-60 year old group with 45% of all surveys completed, followed by a nearly equal amount of returned survey from the 26-40 age group (23%) and the over 60 group (22%). The youngest age group (16-25) is the group with the least responses (10%).

#### **Ethnicity:**

African-Americans made up just over half of all surveys completed (53%), with Caucasians making up the second most (36%). Other ethnic groups who filled out the survey made up less than 12% with Hispanics at 7%, Asian American at 1%, American Indian/Alaskan Native at 1% and those ethnicities not listed or mixed ethnicities making up 2% of the sample population.

#### Place of Residence:

The majority of the zip codes were 27105, 27107, 27101, 27106, 27127, and 27103, which comprised 81% of all zip codes selected. Zip codes 27104, 27284, 27012, 27045, 27040, and 27023 were 12% of all zip codes, while 37 additional zip codes make up the remaining 7% of all zip code responses.

#### Locations:

<b>Zip Code</b>	<b>Location</b>
27012	Clemmons
27023	Lewisville
27040	Pfafftown
27045	Rural Hall / Stanleyville
27101	New Walkertown Rd
27103	Ardmore / Stratford Rd South of Business 40
27104	Peacehaven / Country Club Rd
27105	East of Hwy 52 around Smith-Reynolda Airport
27106	Reynolda Rd near Bethania / Silas Creed Rd
27107	Sprague St / Waughtown St near I-40 / Hwy 311
27127	Peter's Creek Pkwy south of I-40
27284	Kernersville

#### Annual Income:

This survey question was used to identify a sample of the low income population to ensure their participation. Persons who produced an annual income less than \$20,000 filled out 39% of the surveys, while persons within the \$20,001 to \$60,000 bracket filled out slightly more surveys 46%. The rest of the surveys were filled out by 15% of those with incomes higher than \$60,001.

#### Level of Education:

More than half, 51%, of those who completed the survey earned an Associate degree or higher. Those with a High School Diploma have responses slightly higher than a quarter 27%, while those who never graduated high school rounded out the remaining responses at 22%.

### **Cost Estimate**

The cost of this project was approximately \$26,000 with the cost for staff hours contributing to over three quarters of the total amount. The additional costs included items such as printing \$940; postage \$3,470; translation services \$1,424; advertising \$210; beverages \$100; and give-a-way donations \$195. Beverages included sodas and water given as a courtesy at the various locations to those who filled out the survey. The give away donations were store certificates used in drawings to encourage persons to fill out the survey.



## **Final Remarks**

The purpose of this survey was to give citizens an opportunity to share their thoughts about our transportation services and to encourage more citizen participation in the transportation planning and development process. The data from this survey will help make improvements to the transportation system's facilities, programs, and services. Our goal is to provide a safe and efficient transportation system that meets daily travel needs. From the survey data, numerous issues emerged as concerns to transportation system users in the City of Winston-Salem and the surrounding areas. The levels of interest in the issues vary as much as the travel characteristics of the survey respondents and the costs that might be involved with resolving each of these issues. The WSDOT feels that no individual concern should go overlooked and trends in responses indicate the need for follow-up courses of action.

The top 5 transportation related concerns are: (1) WSTA transit routes, (2) Sidewalks, (3) Signals, (4) Public Meetings, and (5) Pavement Conditions. The WSTA transit route concerns were requests for Nighttime, Saturday, and Sunday service. The sidewalk comments brought attention to areas that need sidewalks. The sidewalk comments will be incorporated into the Draft Pedestrian Facility Plan. Traffic Signal comments consisted mostly of signal installation requests and signal timing issues. Public meeting comments expressed the need for more diverse advertisement methods and these concerns will be used in developing a revised Public Involvement Policy. The condition of roadways was of major concern. Specific problem areas were cited, such as potholes and areas in need of repaving. The WSDOT will take direct action on all the comments, by coordinating with the appropriate departments in examining and addressing specific concerns cited by the citizens of the City of Winston-Salem and the surrounding areas.

## Transportation Services Survey 2006 Comments

### Airport

Zip Code	Comment
27106	More travel options are needed from transportation to PTI and Charlotte Airports.
27106	need planes

### Appearance

Zip Code	Comment
27101	Walking, I have encountered overgrown shrubbery and even low hanging wires.
27105	I would like to see the streets improved in the communities for better appearance to the property.
	We need a bus stop on cameron ave on the corner of 9th and cameron. Its not safe around the corner on 10th street and up farther its too far to walk. Please have a bus stop on the corner of 9th and cameron.
27105	Please help, I have to get the first bus. Thanks
27106	beautification is a waste of time and money- moving traffic is what's important
	I also feel there should be a clean up crew to remove trash and debris from around the road. Many times I have needed to swerve or run over trash items and it just looks a mess. It seems to be all over the place around the roads.
27106	
27107	Question 11: beautification along reynolds park road: the grass, trees and standing water from the water treatment plant need improvement because it is an eyesore. This area is just before the golf course.
27107	The under pass of 40-311 is a disgrace to our neighborhood. Nasty poor upkeep
	The trees along the sidewalks on Waughtown and Sprague streets are not kept trimmed back thus making walking difficult.
27107	It appears that there is being more done to improve the appearance of highways when maintenance of highways are of a more important issue. If as much time was spent on maintaining roads as there are in planting flowers, our roads would be much better off.
27127	Improve appearance of streets and highways on Buchanan St.
NO ZIP	There should be improved bus service from ardmore road section and surrounding areas up to Peters Creek Parkway to the local hospitals for both employees and patients.

### Beltway

Zip Code	Comment
27012	Western Beltway is a very old plan (1960's) that is important for commercial growth in winston-salem. Not important for moving traffic
	Work on the beltway needs to be started as soon as possible The reason that I do not experience routine delays is because I am traveling through residential areas. If the beltway was built, traffic load in numerous areas would be greatly diminished.
27023	
27040	The northern and particularly the eastern beltway are key to economic growth of WS
27050	The Beltway would help also some roads
27103	Build beltways!
27103	We need out beltway and lighting on all our highways
	I believe it is imperative that the eastern and northern beltway project become a number 1 priority for W-S.
27105	It would help ease traffic on the already congested Winston streets.
27105	Build the loop around Winston-Salem. Start Rural Hall and Walkertown soon.
27106	Any type of bypass would be great to avoid downtown traffic
27106	need north-east bypass
27106	We need the Northern and Eastern Beltway now.

## Transportation Services Survey 2006 Comments

### Beltway (con't)

Zip Code	Comment
27106	Build outer loops ASAP
27106	Winston-Salem cannot compete for new businesses offering job opportunities and expanded tax base absent major expenditures on its road system. We need to be building northern and eastern beltway, widening and maintaining existing roads.
27106	I think that W-S and Forsyth County have not been aggressive enough with the State Legislature to secure funds necessary for a fluid transportation system. We are years behind Charlotte, Greensboro and the Raleigh-Durham area. Our long delayed plans for a Northern Beltway has placed a burden on the traveling public and created unnecessary traffic on roads designed for less creating costly repairs, accidents and delays. Therefore, we should work on this as we are building our city's beltway. The sooner the better since we are so far behind!
27106	Build the northern beltway
27106	Winston-Salem cannot compete for new businesses offering job opportunities and expanded tax base absent major expenditures on its road system. We need to be building northern and eastern beltway, widening and maintaining existing roads. Dell got tax benefits from Forsyth for plant, yet located so employees could buy houses/pay taxes in Guilford/ G'boro where roadbuilding and maintenance far surpass ours
27107	#7. Does not meet the need of the people.
27107	Winston-Salem needs an Outer Interstate Loop.
27127	IN ADDITION, COMPLETE THE BELTWAY.
27127	We need the Beltway to open on the Northside of town.
27284	Lets get the northern beltway done
NO ZIP	The "loop" is also needed to travel from northeast Winston-Salem to Hanes Mall, western part of the city, and Clemmons. We love going to bookstores, but commute is 20-25 minutes.

### Bicycle

Zip Code	Comment
27012	A bike lane from clemmons to Winston-Salem could save gas and improve safety
27050	Some roads are too busy for these bike riders
27101	We need bike lanes in the city.
27101	I am glad to see the efforts of Winston-Salem being more bike friendly.
27103	Overall the city could do a lot to become more bike and pedestrian friendly. Walkers and bikers connect with the community in ways that single drivers do not. Downtown has come a long way in the last 10 years, but still needs more attention for walking and riding.
27103	Encourage walking with better walking trails.
27103	Put money behind planned expansion and improvement of bicycle trails.
27104	I feel that bike lanes are needed before anyone would consider this mode of travel realistic.
27104	Need more bicycle paths/trails.
27105	We need better bicycle paths and lanes-its scary riding bikes on main roads. People don't want to share the road with cyclists-its very frustration. I get honked and yelled at everytime I ride.
27105	1. Add more bicycle lanes.
27105	Now it is nowhere to ride our bikes our street is not safe-cars routinely speed down the street and thru stop signs. This makes outdoor recreation scary and life threatening for my child.

## Transportation Services Survey 2006 Comments

### Bicycle (con't)

Zip Code	Comment
27106	I would like to see city streets become more pedestrian and bicycle friendly.
27106	More and attainable bike routes.
27106	Bike lanes in the steets ad connectivity between greenways/trails/parks (with maps) would also be useful
27106	Winston-Salem is easy to get place to place by automobile. It is difficult and dangerous to go place to place by bicycle or on foot (walking) because of the lack of cycling lanes and sidewalks. Additional cycling lanes and sidewalks and greenways would encourage non-motorized traffic.
27107	I would like to see more bike lanes, especially on University Pkwy or any other North/Southbound road.
27107	We moved here from ny state 10 years ago. Since that time traffic has greatly increased as Ebert Rd. south of the I-40 crossover because of the huge number of new houses and apartments. It is not possible to walk safely along ebert rd. nor to ride my bike. There is no shoulder whatever, sidewalk to bicycles lanes would be"heaven"
27127	I would like to see more bike lanes and greenways.
27127	Also the bicycle routes are all but non-existant-again about 30 years behind!!
27127	There is not enough bike lanes
27040 & 27127	Improve bicycle accomodations, pedestrians.

### Congestion

Zip Code	Comment
27101	I work on University Parkway. It is not safe to cross the road
27103	I would like staggered work hours-no need to dump everyone on roads at one time.
27103	Add more webcams city wide to improve traffic surveillance.
27103	Need better improvement during rush hours when working on the roads.
27104	All shopping centers such as the ones along Hanes Mall Blvd should be connected in the rear with access roads so that you can travel from center to center without going on the main thouroughfare. This simple solution would greatly improve the traffic flow of Hanes Mall Blvd.
27104	Notes not able to get to aformentioned locations in #10 in a timely fashion during rush hour.
27104	Timing of construction is terrible and always seems as if nothing is ever completed.
27105	Stratford Road is not a good road to travel on. It has more traffic than any other street in the city. I have to use the road to go to my doctor. I go to Hanes Mall less because of it. Please don't let University become another Stratford road. Thanks
27105	3. Re-engineer Hanes Mall Blvd. It handles more traffic than it current design allows.
27105	Hanes Mall Blvd. is poorly designed to handle the traffic flow.
27106	Traffic congestion on Stratford Road and Hanes Mall Blvd need to be improved as does that on Hwy. 52, I-40 and BR-40.
27106	Traffic moves very good most of the time
27106	Hanes Mill Road @ University is a total nightmare. Hanes Mall Blvd is even worse.
27107	Hines Dr. is too small for the traffic it is now getting with the housing development on that street.

## Transportation Services Survey 2006 Comments

### Congestion (con't)

Zip Code	Comment
27107	Its terrible trying to get around Winston-Salem due to all the traffic on any given day, shortage of turn lanes, and light timing are all awful, and its getting worse. We all pay taxes and for what? Its not going back into our roads or transportation needs for sure! Make a difference and do something to better our city and streets.
27127	The roads and lack of traffic are much better than NYC.
27127	Traffic issues around the overly developed Hanes Mall and surrounding area approaching critical mass, and yet the building continues.
27127	I encourage the tranprotation department to work with the business community to develop alternative work schedules thereby spreding peak volume on existing roads and decreasing delays.
27127	Hanes Mall Blvd. is very bad
27127	I like driving here in Winston-Salem because there's not much traffic and congestion, and drivers are courteous.
27284	The worst delays I see on 52 North in the mornings especially when school starts.

### General

Zip Code	Comment
27012	We need to plan and invest accordingly.
27050	We need to do this more often. I just received mine a few days ago. So I couldn't get it into your office by the deadline. But I decided to take the time to read it, fill it out, and mail it. So if you have the time to read it or not, I did my part as a citizen.
27103	The area of Ardmore has affected me. It takes longer to get out of Ardmore during business days than it takes me to get to any other local destinations
27103	Require that all new developments include sidewalks, trails for walking, and bicycle paths and proper signals and turn lanes.
27103	Part of development plan and not desired afterthought.
27103	7. Work with churches to promote carpooling and conversation.
27103	I come to W-S from Greensboro everyday only at 5:00 to 5:30, and I never see a transportation problem
27104	Winston-Salem transportation makes it very nessesary to have a van for anyone who works or has a job. Especially one that requires shift work. When two travel to their cities two haven't found this to be the case. To have a great concern for the poor and less fortunate.
27105	Target the day to day issues of travel
27105	I do not use public transportation, so this is not an area I can justly assess.
27105	Not frequent enough and not a wide range of transportation options
27105	Who ever came up with this survey does not need to be in public service! Poor survey with the questions about race, age, education! Very poor.
27105	I truly appreciate transportation services doing this survey. I hope that the results will be utilized.
27105	Also there are different housing development and they treat the areas different. Ex. When the roads need work in my area, they patch the roads poorly the other area (atwood), they pave the whole road.
27106	To whom it may concern, I live alone. The condition of the neighborhood is deteriorating very fast, furniture is left on the street, along with tires and junk. All of this makes the neighborhood look real bad and we cant get anyone to come and pick this up. Even the city guys have came out and havent done anything.

## Transportation Services Survey 2006 Comments

### General (con't)

Zip Code	Comment
27106	Quit using tax money as if it seems as if its not being used. People want to know where its really going.
27106	Loch Dr. Only benefits private lake owners.
27106	This city needs to improve on better transportation in order to attract more business. There are people who travel here and this city doesn't offer sufficient transportation or entertainment. W-S is behind. This city doesn't promote anything sufficient.
27107	Increased interconnectivity would be helpful in using greenways, bike lanes, trolleys, buses, etc.
27107	I think W-S is doing a good job in doing what they do. It is up to us to help.
27117	Transportation sucks in W-S NC.
27127	Transportation would be better if some roads had not been closed, like old salisbury road.
27127	8. I rated it poor as generally it is not cost effective and a waste of tax payers money.
27407	Need to look into tras for unsuspecting transports/ vacationers @ cocaine
NO ZIP	Thank you for the survey
NO ZIP	Most everything in W-S needs updating.
NO ZIP	I work in Greensboro and I leave during the workday so I need my personal car.
NO ZIP	As a visitor to your city I find it much better than my home area, Las Vegas, NV where traffic is at a disaster level and accidents at a serious nature are an everyday occurrence.
NO ZIP	I think this survey is needed. Maybe it will improve our own transportation problems as well as other areas within the community.

### Greenway

Zip Code	Comment
27040	Greenways are very important for a community. They were not mentioned on your survey.
27023	Cyclists are constantly on guard to watch out for motorists on Shallowford Rd. The cycle route selected is very dangerous.
27104	Room for bicycles is essential -- not necessarily dedicated bike lanes (althouh those are great), but simply providing paved shoulders on major rads such as Silas Crk Pkwy and Coliseum would allow room for bikes. When the pavement ends right at the edge os the travel land, a bike cannot use the road at all. Also, more sidewalks would help, not only for walking as a means of transportation, but also fro recreation (jogging, neighbor strolling, dow walking, etc.)
27104	Please work on funding the connection of the few existing greenway connectors and connecting forsyth co bike paths with Greensboro bike paths

# Transportation Services Survey 2006 Comments

## Highway & Interstate

Zip Code	Comment
27012	Start work on connector streets that are on the boards so traffic can move from place to place better. The ability to go from the west side of town to the north and northwest side of WS is terrible. There is no good way to go from the Stratford Rd area to 52 north other than I-40 to 52. Around your elbow to get to your nose it seems.
27040	Delays-HWY52 / 421-jams in am / 52S-delays /
27040	Major projects being delayed such as the new bridge over US 421 at Peace Haven Road and the western beltway is a mistake. There is no reason why the new bridge should not be built now to relieve traffic there. The extension of Kester Mill Road to Peace Haven Road should be a high priority to relieve traffic at the Jonestown Rd/US 421 and Hanes Mall Blvd intersections. I am glad to finally seeing progress on the widening of Country Club Road, but will that include a median in portions to prevent wrecks where cars pull out from businesses trying to turn left across five lanes?
27050	52 needs more lanes
27055	1. Hwy 421 between Lewisville and Peacehaven Exit needs to have left shoulder with rumble strips. Many accidents and deaths have occurred because of the deep shoulders (actually no shoulders) on this 4 mile stretch. How many lives will it take for DOT to wake up and widen this 65 mph highway
27101	My main concern are the cloverleafs on I-40 and 52. I travel interstate frequently and have had near misses for accidents getting on and off
27103	Winston-Salem desperately needs better major throughfares rather than using timewarn, aging roads like stratford (north and south) and silas creek parkway. Winston-Salem desperately needs a better interstate interchanges around hanes mall.
27103	More lanes on freeways
27104	need to improve traffic flow around Hwy 158 and Hanes Mall Blvd.
27104	The bridge over Bus 40 at vineyard needs a sidewalk!! Could one be countilevered outside of the existing bridge or is a new bridge being planned for?
27105	I-40 and Hwy 52 causes major delays as well aa construction which seemingly is non-stop.
27105	Hwy 52 needs more lanes around the I-40 interchanges, it is very congested every day.
27105	We need highways in and around winston-salem and forsyth county.
27105	2. Close 421 for renovations/Improvements as oppose to leaving one lane open while improvements are made.
27105	The new I-40 helped tremendously. Now we need to add more lanes to Hwy 52 though Winston-Salem.
27105	It is absolutely horrible trying to get on business 40 from downtown and the hospital area. I feel like im gonna get killed sometimes because the cars are going by at what seems like more than 45 mph and they wont get over to the left lane. Then traffic backs up on ramp and you have to go from 0-45 mph without getting hit. And some cars have to be in the left lane to get off on their exit, which makes it hard.
27105	Hanes Mill Road at US 52 needs a median from the U.S. 52 north exit to the hess gas station on University Parkway North
27106	Also the ramps onto business 40 in downtown W-S are too short, particularly the one going west on business 40 from Peters Creek Pkwy.
27106	Hwy 52 is horrendous; business 40 is Horrendous;
27106	The US 421/ Peace haven interchange needs to be improved (widen bridge, add more lanes, etc.)

## Transportation Services Survey 2006 Comments

### Highway & Interstate (con't)

Zip Code	Comment
27106	There needs to be a stop sign at the entrance ramp to I-40 coming from Silas Creek Parkway Parkway Northway Northbound. Several times I have had to go all the to the Jonestown exit because I could not exit at Silas Creek Parkway South. The traffic coming off that ramp at rush hour particularly dont yield so when traffic is heavy, it is not easy to take that exit.
27107	There are major delays during rush hour on Hwy 52 and I-40.
27107	Also I would like to suggest signs on Bus. 40 that read "Through traffic stay left" merging traffic should be able to get on and off more safely.
27107	It also needs to designate Business 40 as a 3-number interstate and get rid of the "Green 40." If the city wants to be the 4th largest city in the state and a major player nationally, It needs to improve the interstate access.
27107	Fix our streets in W-S pave, widen, etc. Need highways 40 and 52 repaved.
27265	I feel the US 52 corridor is drastically behind the times. Three lanes are desperately needed from University pkwy to I-40. I believe a bypass parkway for those who travel through Winston-Salem towards Greensboro would greatly reduca congestion.
NO ZIP	U.S. 52 corridor could be a major asset, but is instead a great liability in terms of city image, accidents and lost economic development potential. Interchange enhancements badly needed at: germanton rd, patterson ave. university pky., hanes mill road, akron drive, etc. Not mentioned in this survey are the "economic' benefits of transportation. That needs to be a high priority, especially with the outer beltline project. The worse problem with roads in winston-salem are state roads, like U.S. 52 interchange with business 40 and I-40, and some of the things i mentioned before. Representation in raleigh is badly lacking for Winston-Salem. Charlotte, raleigh, greensboro, durham and many other places seem to get more and better attention from the state when it comes to road infrastructure.
NO ZIP	More HWY lanes

### Non-Transportation

Zip Code	Comment
27040	Need more 4 lane or restricted access roads to allow greater economic development.
27101	I love W-S keep up the good work. May God bless all of you.
27101	I do not live in the city
27101	Transportation is going a great job.
27101	The security guard is a big issue he has a sort of nasty disposition.
27103	School/more teachers, more attention on children
27103	Having recently moved to the area, I'm not sure if I know enough about the transportation system to provide adequate feedback on this matter.
27103	Cater to the people and not your own ideas
27104	I am interested in saving energy citywide.
27104	please work towards containing sprawl in our community
27105	I would recommend hybrid cars (like the Toyota Prius, which I drive) to help reduce air pollution. All your DOT employees could have company cars that use hybrid technology. Thanks
27105	Its so sad that in a country as old as the USA that we're judged, categorized, and furnished a service because of our ethnicity and financial status, yet were taxed at an accelerated pace that you cannot keep up with!!
27105	What I think or say will not make any different anyway. Im feeling this our just to pass time. That's what I think



## Transportation Services Survey 2006 Comments

### Non-Transportation (con't)

Zip Code	Comment
27105	I am visually impaired and cannot walk to the nearest bus stop. I have to be driven there.
27105	I am very disappointed in the city of W-S. I have lived here most of my life. Since ive reach adulthood, it is a shame W-S do not offer or try to make this city a better place to live. There is nothing in W-S (only) to do or places to go. The city needs to make neighborhoods look appealing. Im a tax payer/homeowner and like my community to look nice, and keep the streets and parking lots clean.
27105	Hope all is well at DOT.
27105	Full time college student
27106	Please do not litter signs still help the jokers. Fines are still appreciate
27106	I do believe that city workers tractors and trucks (drivers) could better utilize their time and be more responsible than what they are.
27107	I don't live in the city, so I'm only aware of a few things
27107	More for older people. Thanks
27107	Drug dealers are using the street for a drug dealing area.
27107	Keep up the good work
27107	The SE part of town gets little to no attention fro the "city powers that be."
27107	I feel the city needs to do more for older people.
27127	Thank you for everything you do, God bless you!
27127	been a resident since june 04
27284	I live in Kernersville
27284	Fines for riding in neighborhoods with loud music every day and night.
27284	My report could easily change as I am 91 and live alone. Still drive, but health could change things quickly.
NO ZIP	Please get the street vendors (newspaper) off the streets and out of intersections

### Pavement Conditions

Zip Code	Comment
27284	The streets in the downtown area are in need of repair. Ther are potholes everywhere, manhole covers that are lower/below the pavement, and rough patches in the road. The problems will eventually lead to people's cars being damaged.
27284	We don't live withing the city limits, so we feel that our streets are much more neglected. We have huge potholes on our street and lots of speeders whou use it as a cut through, especially with Sedge Garden Rd closed. And near work Stadium Drive has been closed ofr much longer than announced, making travel in our area very difficult.
27127	I think the road conditions in W-S are very poor- there is so much patching of the roads- a lot of standing water-very, very poor conditions!
27127	Where there is sunken water lines cross the street, ther repairs are raised too high like speed bumps. SORRY WORK ON THE REPAIRS.
27127	I wonder why dont you improve the road here at Old Salisbury Road after passing Clemmons Road.
27107	The roads on Lonview Dr. need to be paved.
27107	Pot holes big time on Dallas Dr.
27107	I feel the roads here need repairing because at one time something was wrong with the water and sewer lines need to repair before the snow.
27107	Rather than patching our streets in my neighborhood, I think all of North Hills need to be black topped. That would greatly improved the apperance of the entire community

## Transportation Services Survey 2006 Comments

### Pavement Conditions (con't)

Zip Code	Comment
27107	On East Sedgefield Dr., they have replaced the water pipes, which was a great thing done in this area. Once this was completed, the street has yet to be repaved. The curbs need to be fixed also. Why has this not been done. There are patches in the road. The city did Pleasant St, but not has done East. Sedgefield Dr. I have E-mailed concerning this issue, but no one responded. I would like to know why, or when this will be done.
27107	Martin's Dairy Rd is full of potholes and one very large hole. The very large hole is on a corner and causes you to veer out into possible oncoming cars. It is in DESPERATE need of repair.
27106	The roads (streets) conditions on the south side are poor, yet the road conditions are far better on the northside.
27106	Is there any way to improve the demarkation of the lane shift on 4th street at Main Street between Main and Church? Especially the left lane.
27106	Where I live (27106) not many transportation issues. Where I work (27105) many transportation issues, i.e. Rundell St. off of NW Blvd. Many secondary roads in 27105 need much attention.
27106	Some pot holes are left open for long periods of time. There was a hole across the street from us, that is still open due to being repaired poorly.
27105	Last year we had our neighborhood roads repaved. Now the streets are being torn up to install a sewer system of pipes. This work has left a lot of pot holes in the street and uneven streets that need to be repaved. I hope that we are schueduled for repavement on Bonair and Gilmer street very soon.
27105	The roads in my neighborhood needs resurfacing bad. We have pot holes in my street. Too many cars park on the street, making driving difficult.
27105	I hope that my street (laura ave) can get repaved. It is in disrepair with patching
27105	The roads in our neighborhood does not look as well as other areas.
27105	Kimball lane needs to be paved. I have been in the city more than 10 years, and nothing has been done to the road.
27105	Carver School Road needs to be repaved.
27105	Our streets are in bad conditions in certain areas, and we need a very big improvement in our city so it can start to grow again.
27105	Turn off of Cherry St, on to melody lane, it's a dropoff that needs to be repaired.
27105	With the new development in Rural Hall near Hwy 65 and Falconbridge road, I would like a light or some kind of traffic control to aid in getting in and out of neighborhood safely. Thank you for allowing our input.
27104	Repair existing roads.
27104	Southwin Dr., Eastwin Dr and Randall St. all need repaving
27045	Need new paving on Dewsbury Rd especially in the area newar Broadsword where the road surface is quite bumpy.
27045	The condition of roads is the issue in North Carolina- just terrible.
27023	I feel not enough attention is directed to back roads and some heavily dirven areas. Roads just keep getting patched and patched which makes the road worse. A perfect example of this is Conrad Road in Lewisville. The road is terrible. It needs to be widened and repaved. This is a heavily driven road.
NO ZIP	2700 block of Maplewood SW needs repair where work was done building new houses. Badly sunken in place. Miller Park Apt needs street maintanance. Repair needed where work is being done in certain places.

## Transportation Services Survey 2006 Comments

### Pavement Conditions (con't)

Zip Code	Comment
NO ZIP	52north and 52south lanes from King to Cook School Rd needs to be repaved road is very rough due to amount of traffic that uses it heavy trucks out of state traffic local traffic this road needs some work.

### Public Meeting

Zip Code	Comment
27021	3b needs to include an answer such as didn't know about meeting.
27023	I was unaware of transportation meetings.
27023	Did not know about public meetings
27101	I was not aware of meetings
27101	I havent been to any meetings because of need for elderly care
27101	Was not aware of meeting times, dates and locations
27101	1. Did not know about Public meetings
27103	I'd like to attend public meetings- but require transportation.
27104	Has never received a notice about any transportation meetings.
27104	Never received Meeting notices
27104	Was not aware of meetings
27105	3a. I am/was not aware that the public could attend meetings for transportation. If so, would the input make a difference? How will this survey make a difference? If so, how will it affect the public?
27105	3b. I've never known that these meetings existed.
27105	My concern with public meetings is not trusting the government
27105	I've attended a number of transportation session but they were about building major roads-highways.
27105	I was unaware of public meetings
27105	I did not know about the public meetings/
27105	Does not know about public meetings.
27105	Public meetings should be advertised more; I didn't know about them.
27105	Was not aware of public meetings
27106	2A. Public Access TV not sufficient for notification.
27107	Don't here about transportation meetings, nor where they will be.
27107	I had no knowledge of meetings.
27107	I was not aware of transportation meetings.
27107	I was unaware of public meetings.
27127	3. Never seen meetings advertised.
27127	I was unaware of transportation meetings.
27284	I wasn't aware of public meetings.
NO ZIP	Not aware of meetings
NO ZIP	3b I did not know about the meetings.
NO ZIP	Was unaware of public meetings.
NO ZIP	Did not know about meetings

# Transportation Services Survey 2006 Comments

## Rail

Zip Code	Comment
27021	Scrap light rail plans too. The cities of the Triad are too spread out to provide useful transport between them. When you arrive at the destination city, you would need additional transportation infrastructure to get to where you want to go
27040	Spending on projects does not seem rational. Example: proposed trolley/light rail project. Dumb. Just real dumb
27055	However I do travel a lot and have become quite fond of subway systems. A subway rail system between Winston-Salem's landmarks and Greensboro landmarks (downtown, airports, shopping centers) would be very nice
27101	I feel that with W-S growing as fast as it is there should be more travel options. I think WS could use a passenger train such as Amtrak, or silver bullet which would reduce traffic on the two 40's and highway 52. A train system would provide citizens an easier way to get to and from Winston-Salem and Greensboro and the other cities, and would provide easier access to the Greensboro airport without the hassle of highway rush hour traffic jams. As I believe that would invite people from other cities and states to easier come to Winston-Salem, which would create more jobs and increase business for stores all across the city. Also it would help to decrease pollution levels in the city.
27103	Need light rail to airport.
27103	Also maybe have a subway train
27103	Create light rail mass transit along Stratford Road and between downtown and WFU, WSSU.
27104	There is a train track connecting Clemmons, Hanes Mall Blvd, Thruway, Forsyth and Baptist Hospitals, Downtown, WSSU, Kernersville, Airport and Greensboro. Why not use it? Good light rail must run every 20-30 minutes to be useful.
27105	I love the idea of a commuter train, but what about service to Raleigh-Durham Airport with commuter bus service once passengers arrive. I feel as though this would cut a lot of traffic.
27105	We need rail service to the trains and airports
27105	What happened to the train plans?
27105	I think W-S should have a train station so we can use all the train tracks that we have
27105	Yes to railway service in the triad area.
27106	5. increase inter city options from simply Greyhound/part to include light rail
27106	need trains,
27106	START a downtown light rail system. If you build it, they will come. Have a nice day.
27107	I would like to see a light rail commuter system with W-S and throughout the Triad with rail service between the Triad and the Triangle.
27107	Rail system to connect major cities in triad
27127	We need a light rail system for this area. I used light rail in Baltimore and Washington. Many times they are great.
27127	Other more costly alternatives might be light rail or subway systems around the perimeter of the City with spokes extending into the City. Light rail or subway should also extend to PTI and eventually to GSO and High Point. Exploration of placement beside existing major roadways or rail systems would minimize impact on existing transportation while construction was underway.
27127	I think the city should investigate the possibility of using the existing railroad line that runs parallel to Stratford Road. To provide transportation between downtown, Stratford Rd and the Hanes Mall area.
27127	A rail system between Winston-Salem and Greensboro and surrounding cities would be nice

## Transportation Services Survey 2006 Comments

### Rail (con't)

Zip Code	Comment
27284	Continue to lobby the state to include Winston-Salem in the railroad system
NO ZIP	Rail system needed
NO ZIP	Why not build a subway or trailway from Winston-Salem to Greensboro and Highpoint and eventually add Raleigh and Charlotte. Then have buses at the stop to take people where they need to go

### Signals

Zip Code	Comment
27012	Do wish we could get a stoplight @ Hwy 158 and Old Belews Creek Rd. at the BP station just beyond Crews Methodist Church. Many wrecks and delays, and they are building more developments.
27012	Early morning travel on Stratford Rd. stops you at each light it appears to me that there is no coordination of the lights for smooth travel.
27040	I can't believe a city and county this size can't do a better job with the timing of traffic lights than we do. I have been in many city's the size of WS that have been doing a better job for 25 years. It could save the residents of this county thousands of dollars each year and probably cut emissions by a quarter.
27101	A much needed traffic light or signal indicating on coming traffic is necessary at the corner of Graham Ave. and Fifth St. It is just an accident waiting to happen.
27101	Traffic signal is timed so that only one car can travel when the light changes at New Walkertown Road and Water Works Road.
27101	I do believe that a traffic light is needed at the exit ramp on Clemmons Rd. crossing on Hwy 150/ Peter's Creek Parkway.
27101	Please change/improve traffic signal timing near Baptist Hospital, esp. at First and Cloverdale
27101	I live on Walnut street and people fly through 45-50 mph. It would be nice to have a stoplight at Walnut and Broad.
27103	Need more intelligent traffic signals.
27104	Activate turning signals already install.
27104	Need a traffic signal at Southwin Dr. @ Country Club. It is very difficult to turn left onto Country Club.
27104	I'd like to see cameras installed at traffic lights. I see cars running red lights everyday all over the city and I don't mean going through the yellow, these cars have plenty of time to stop. Also the left turn light on Coliseum onto Reynolda is so short, at least 3-4 cars run the red everyday. Can the timing be changed so the light is longer so more cars can go through. Sometimes it takes me 2-3 lights before I get through - this is at 5:00-6:00 during the week. Hopefully the timing can be adjusted to help with the traffic flow at the intersection.

## Transportation Services Survey 2006 Comments

### Signals (con't)

Zip Code	Comment
27104	<p>The timing of traffic lights in this city CAUSES more congestion than it relieves. For example, I have been told that traffic engineers would rather control Stratford rd traffic from downtown rather than letting the computerized systems control it, based on flow and volume. Traffic actuated lights are SUPPOSED to be just that- TRAFFIC ACTUATED. You can't keep traffic moving, especially in a corridor like Stratford Rd. when traffic engineers won't use the technology available to keep it moving. I have seen traffic, from Silas Creek Pkwy. to Hanes Mall Blvd. slow to a crawl because of one light that was not in sync with the rest. this, as recently as last week. In addition, the lights between silas creek pkwy and the entrance to Target are bad about creating bottlenecks. i can't tell you how many times I have been forced to sit through two or more light changes at the Sam's/Lowe's driveway and/or westgate ctr. dr, or a Highland oaks Dr. because the lights timing is so fouled up.</p>
27104	<p>Trying to go anyplace, Silas Creek and Stratford, is a REAL challenge at rush hour because of the way the lights are timed. Throughout the entire stretch from Silas Creek to Target, one light changes before the traffic at the next one has had a chance to allow traffic to clear, causing gridlock and rear-end collisions, because of the volume of traffic and the way the lights are timed. Moreover, forcing traffic on a main, through street to back up, while traffic on each side of the cross street is handled separately, is ridiculous. Why can't the side streets be allowed to flow at the same time, with left turns being made simultaneously and through/right traffic being allowed to move simultaneously? this arrangement has caused more near misses than i can count, because people don't understand how it is set up.</p>
27104	<p>The rotary intersections, mentioned above, are a ROYAL pain in the neck. VERY FEW people know how to use them, or they use them to try to make time by taking advantage of other's unfamiliarity and barreling through, even though they don't have the right of way. Moreover, I find that, AT LEAST, once per week, I get behind a driver who stops in the middle of the intersection to "be courteous" and let someone ahead of them. If they don't do that, they sit on the side street, waiting for traffic, a block away, to clear because they don't know what to do to get through the intersection or they are confused about which lane to use, which way to turn or the directional arrows on the street.</p>
27104	<p>I actually saw one driver turn left, from Salem to S. Main, going south in the northbound lanes, at rush hour, one day. You should have seen the northbound drivers scrambling to get out of the way. I am AMAZED that there was no collision. I am aware that these intersections were designed to improve traffic flow, but my experience is that all they do is cause confusion, near misses, road rage, and collisions. In short, with only two classes in traffic engineering, 25 years ago, I think I could do a better job than some of the engineers you have designing traffic flow, in this city. While we don't have a bus service, yet, because we are still in the county (till 9/30), I believe that the system is UNDERutilized and over equipped.</p>
27104	<p>For what the bus system is costing this city, we could almost provide chauffeured limosines for the number of riders that I see on the buses at any given time of day or night. Rarely do I see more than 2-3 people on any given bus - 5 at most- during rush hour. It is a waste of resources from my perspective. What we need is to put in light rail between here and the coast, between here and High Point/ GSO, and provide for the AMTRAK station, so that we don't have to drive to GSO to catch a train. In other words, I am amazed that the traffic jams aren't more common in Winston-Salem. The traffic lights are poorly engineered, poorly controlled, and only contribute to the problem. Moreover, the new reliance on rotary intersections is ill advised and poorly conceived. What is wanted, here, is for SOMEONE to look at the Stratford Rd. /Hanes Mall Blvd. area, in particular, and other high volume areas, in general, and make traffic flow better, so that it doesn't get backed up for several blocks during heavy traffic times. Thank you for this opportunity.</p>

## Transportation Services Survey 2006 Comments

27105	I feel that when asked my zip code and education level, this is saying that because the area of town I live in is more african american, less will be done to better the problems, and that's not right. On University and 25th street, we really need a left turn signal at the light, my race should have nothing to do with making improvements in my area
27105	A traffic light needs to be installed at the Downtown Heart Center to allow children and elderly people time to cross over and catch the bus going Downtown. We can't see the cars coming over the hill. Once they stop at the stop light at Patterson Avn. They are coming at high speeds. And its very dangerous for children and elderly trying to get to the bus stop. Thank you.
27105	Need to make a better entrance to get into Forsyth Medical Emergency quicker. Sitting at there by way lights at mall making it hard for EMS to get to emergency dept. entrance without waiting for light to change.
27106	Traffic light or at least caution lights are needed @intersection if Central Rd. and Hwy 150 in North Davidson County.
27106	The signals are entireley too long. Maybe work out a new signal system.
27106	I would like to see a change in the traffic light/systems with regard to left turn signal or arrows. The wait at a solid red left turn arrow at most intersections in Winston-Salem is unnecessary. With the rising cost of fuel, those minutes become very valuable. I can give a list of unnecessary signals that should either flash red or be replaced with a different type.
27106	Need to improve traffic light
27106	A traffic signal is needed at the intersection of HWY 158 and Old Greensboro road
27107	Also signal timing on University Pkwy needs to be improved. Progression is bad inbound on University in the mornings. There is a big traffic crunch between Univesity/ Hanes Mill South and University/ Target. Surely these signals can be brought in sync to provide a more efficient drive.
27114	Install traffic light at Asleybrook Lane near P.O. at Healy Dr.
27127	Additionally, stop planting stop lights every 300 feet. If a developer wants to develop as in Hanes Mall Blvd, put lights at major intersections and require the developer to have limited access between the intersection with a roadway on the developed property. I shop only as a last resort on Hanes Mall Blvd. and around Hanes Mall.
27127	I live in Wilshire Estates (Hwy 150/Peters Creek Parkway). It is hard to get out of the development often. We will need new signal lights when Wal-Mart opens, and turn lanes.
27127	The stop lights are too slow when no traffic is coming.
27127	Traffic signal timing really needs to be improved
27127	Need stop light at Peters Creek and Bridgeton

## Transportation Services Survey 2006 Comments

### Signals (con't)

Zip Code	Comment
27127	Please change the left turn onto london street off ebert st (just passed the golf course) to a green yield. Right now it is a left turn signal only. You can see up the road nearly 1.5 miles. I see no reason why this cant be a green yieldand turn. thanks
27284	I would definitely like to see better traffic signal timing. I have also noticed that a few busy intersections lack left turn lights. Thanks!
NO ZIP	There are a lot of intersections that drivers should be able to turn right since gas prices continue to rise

### Signs

Zip Code	Comment
27045	Need stop sign at Broadsword at Dewsbury.
27055	Maybe put a sign Clemmons exit on 421 South for thru traffic to get in left lane 7-9am M-F?
27105	I live on NW 24th street and we need a four way stop sign on every corner
27107	Poor speed limit signs- often left lying down after hit by speeding traffic
27107	Need 4 way stop at corner of Morningstar and Cash Dr. Present 2-way stop is placed incorrectly for traffic on Cash Dr. Also need stop at Baden and Cash reassessed.
NO ZIP	One good thing to be said for the transportation department is that a 4 way stop was installed in our neighborhood at Rosemont and Ridgeview.
NO ZIP	There are currently 2 situations that are critical- a missing stop sign on the on the access road running parallel behind taco bell/burger king/ cookout on university pky across from arby's. I witnessed a visiting school activity bus loaded with teens that left the burger king run out into the main road barely missing being struck due to the missing stop sign. i called DOT and the owners of the sam's shopping center on this missing sign more that 2 years ago, but nothing was done. At the end of this same road, the stop sign closest to burger king (lowes home improvement side) is blocked due to tree limbs and leaves. the 2nd situation involved the yield sign at stanleyville drive and university parkway. Very seldom does anyone honor this yield sign. Maybe "yield ahead" can be painted in the right lane before yield sign and/or flashing lights can be addedto the sign. If the missing stop sign cannot be replaced at the access road to the restaurants, maybe "stop" and some lines can be painted on the road. Thanks for your attention to these problem areas.

### Stormwater

Zip Code	Comment
27107	On Salem Lake Road not going to the lake across on the other side toward Waughtown the ditch needs to be dug out because when it rains the water runs down like a river . And might flood my home or basement so someone needs to come and check it out.
27107	Storm drains do not meet code for the W-S bicycle ordinance. They have never met code and new construction for storm drains continue to be in violation.
27105	Improve water drainage at end of Thurmond and Northwest Blvd under the stoplight (right side). It always floods into the street during rain, or freezes over during inclement weather. This makes passing hard and slippery.
27107	Driveway has ruts in it due to poor city drainage



## Transportation Services Survey 2006 Comments

### Sidewalk

Zip Code	Comment
27012	Would like more sidewalks in my area
27045	Need a sidewalk alongside Kirklees Rd from the existing sidewalk at Quarterstaff Rd to the existing sidewalk at Hertford rd.
27101	My area I live we really have bad sidewalks, 1300 block of Jackson Ave to 14th st.
27101	More sidewalks
27101	I live too far from the bus stop to walk at my age with regard to question 13, my dissatisfaction is that there are no provision for school buses to come down close enough in my part of the neighborhood. When my granddaughter lived with me at age 6, the first year of school, she had to walk to the school, bus stop which was too far from my house for me to watch her, and there are no sidewalks in my neighborhood. I was too sick at the time to walk her to the bus stop and there are animals, cats, dogs, etc that come out oof the wooded areas in to the street and it was dangerous walking in the streets with cars passing.
27101	We also need sidewalks installed along these two streets to protect walkers from the high volume of traffic as they walk to the nearby Shaffner Park entrance at the intersection of Kirklees and Hertford Rds. Thank you.
27103	Sidewalks are minimal outside inner area. Crosswalks need to give thought to those without cars.
27103	Encourage walking with better sidewalks
27103	Should be side walks on both sides of heavily traveled streets such as miller st and clovardale Ave. Should have pedestrian signal at medical center blvd and cloverdale. Require a sidewalks in front of all city business that are improving their parking lots.
27103	better sidewalks
27103	Side walks in black neighborhoods as well as white
27104	Try walking across Hanes Mall! Look into sidewalk over/underpasses.
27104	Few places don't have sidewalks or curb cutouts. Some places do not accommodate wheelchair access.
27104	A sidewalk on Southwin Dr. would be wonderful.
27104	no sidewalks in area
27104	Need more sidewalks
27105	There are no sidewalks and if I stay after dark, its not really safe to walk.
27105	We have no sidewalks.
27105	I also feel we should have sidewalks in our neighborhood North Hampton.
27105	I would like to also see sidewalks on Pine View
27105	Also, more sidewalks would be a welcome improvement.
27105	There is not enough sidewalks
27105	Neighborhood sidewalks
27105	There are no sidewalks in neighborhood. Residents of Canaan Place walk through neighbors yards to get to bus stops at Oak Ridge and Johnson Hardin Ct.
27105	Sidewalks and curbs needs to be fixed.
27105	Would like to see more sidewalks in the Rural Hall area.
27105	We have no sidewalks.
27105	A sidewalk on Southwin drive would be wonderful.
27106	sidewalks with curbcuts are needed.
27106	More sidewalks in neighborhoods
27106	I think better sidewalks and more of them would be good as well.
27106	We need sidewalks in the neighborhood
27106	We sidewalks that go nowhere (reynolda rd.)
27106	Need sidewalks in my neighborhood.

## Transportation Services Survey 2006 Comments

### Sidewalk (con't)

Zip Code	Comment
27106	Because of the high incidence of speeding vehicles on Allistair and Greenhurst, building sidewalks in New Sherwood Forest is of high interest in my neighborhood.
27106	I am new to my area and find Shattalon is a heavily walked street. between Bethabara and Reynolda. My fear is that someone will get hit since traffic travels at some obscene speeds at times. Also, I am tired of picking up trash. Sidewalks would be a plus to the community.
27106	Side walks on Polo Rd between Cherry St and University should be installed. Several years ago, there was a bond to be voted for including sidewalks from Robinhood Rd. to Indiana Ave. I voted for it and it passed. Now there is still no sidewalks on Polo. I have voted against each bond now for several years. I will counter to vote against each bond that are on the ballot until this project of sidewalks along Polo are completed. I'm not the only person out here that feels this way and felt that we were simply lied to.
27106	Absolutely no alternative transportation options in kenersville. No opportunities to walk or bicycle safely
27106	In W-S, the availability and quality of sidewalks is extremely poor and need to be improved if people are to be able to use alternative means of transportation.
27107	Not enough wheelchair access for areas like sidewalks.
27107	Please build sidewalks on Betty Dr, Winston-Salem, NC 27107
27107	There are no sidewalks.
27107	It would be great to have sidewalks through communities like mine. So many people walk on the road in this very high traffic and excessive speed zone neighborhood. Old 109/Old Lexington Rd; Rosanne Dr/ Cash Dr.
27107	Please add sidewalks in all neighborhoods/ bus stops
27107	Furthermore the city allows cars and trucks to park on the sidewalks thus completely impeding the pedestrian right of way.
27110	South side-clemmons rd-teen moms walking to griffith with children.
27127	There are too few sidewalks for me to safely walk to bus stop.
27127	We have no sidewalks.
27127	Sidewalks and bike lanes! It is so risky to walk anywhere in my neighborhood (South Main St.); cars drive so fast and the roads are too narrow for walking or biking--too much garbage thrown for vehicles to make walking on grass safe.
27127	There is not enough sidewalks
27127	More sidewalks please
NO ZIP	More sidewalks
NO ZIP	I think sidewalks should be through out the city our tax dollars should speak for sidewalks.

### Survey Design & Thank You

Zip Code	Comment
27050	Thanks for the survey
27101	Thanks for the opportunity to share my opinion.
27101	I appreciate doing the survey. Thanks very much for conducting it.
27105	This is a great project
27105	With this survey- what will you do about what was asked??
27105	You all will do what you want. So why ask? This survey is a joke.
27105	Thank you for sending me this survey
27105	Thank you for this survey and allowing me to input.
27105	Thank you for putting me in your survey

## Transportation Services Survey 2006 Comments

### Survey Design & Thank You (con't)

Zip Code	Comment
27105	Thank you for the opportunity to fill out the survey
27105	I am 72 years old and do not drive very much anymore. I feel this survey is really not for those my age and don't drive much anymore. It should be completed by those that are much younger and get around the city a lot.
27105	Thanks
27106	What a waste of money
27106	Please explain questions 15-19. Why is this to do with everything.
27107	I have enjoyed doing the survey
27107	This survey is 30 years late. At our age, and since we have never used public transportation, it's a little late, but I do hope it will help some of our younger residents. Thanks for selecting me!
27107	Citizens definitely impact public transportation. Thanks for the opportunity to participate in this random survey. There is always room for improvement.
27107	Sorry if I didn't answer question well I am disabled and don't get around that much. Thank you for the survey.
27110	This was an interesting survey. I hope that I have made a great assistance by taking it. It's a little long but a lot of important questions were asked.
27127	Town opinions should count for something
27127	Never had questions (of any kind from anyone) before this one anytime during my life in Winston-Salem. Happily surprised
27127	Thanks
27127	Thank you!
27265	When will the overall results be available on the website?
27409	Keep up the good work and take these surveys very serious
NO ZIP	95 YEARS OLD AND UNABLE TO DO THE SURVEY
NO ZIP	I appreciate this opportunity. I don't think we should have this survey in Spanish. The government should not be in the position of discourage people from learning English.

### Traffic Calming

Zip Code	Comment
27045	Need 25 mph speed limit on Dewsbury rd. People are using this road as a short cut from Quarterstaff to Kirklees at excessive speeds. Thank you
27045	I would like to see a traffic light at MLK drive US 52 South. This is very Dangerous in the morning. It is very difficult to cross and turn left on MLK.
27101	1300 block of jackson ave to 14th st. at times it seems like a raceway in which people speed through.
27101	1300 block of jackson ave to 14th st. at times it seems like a raceway in which people speed through
27101	Speed is a problem on Rich Ave.
27101	I do wish there was an easier process for having troublesome intersections recognized and/or rectified with a traffic light. Specifically, Hwy67 @ Littlefield Ridge rd. Very blind spot for those coming from East Bend to Winston-Salem. Many accidents there happened but I was told not enough to warrant any action. One light would save many!! Thanks for your time
27103	Stop Speeders!
27103	Too much traffic using London Lane as a cut through.

## Transportation Services Survey 2006 Comments

### Traffic Calming (con't)

Zip Code	Comment
27103	Use more speed bumps to regulate residential speeding.
27103	Need: 1. HOV lanes
27103	Need improvement during rush hour when working on roads.
27104	Wants to reduce traffic/speed on major street near neighborhood.
27104	Speed limit needs to be reduced in Bethania from 3-way stop sign to post office on main street. Speed limit should be 25 mph.
27104	Better use of traffic circles in key locations would be very helpful to even out flow and reduce delays
27104	Get every ounce of benefit from dollar- don't waste it. Don't go haywire with roundabouts. They aren't so great as you are trying to make us believe. The one on westview is too tight for SUV's.
27104	Speed limit needs to be reduced in bethania from 3-way stop sign to post office on main street. Speed limit should be 25 mph
27104	People fly down (50 mph) our street (Southwin Dr.) despite the lowering of the speed limit to 25 mph. We need a speed bump.
27105	I have a problem with long tractor trailers using our street when they are not supposed to.
27105	Straighten curves, even if a few feet of private property is purchased. Park built on oak Summit Road could have been free of curve in road without purchasing private property. If feasible, connect northpoint blvd. to hwy 52 and Patterson ave.
27106	I am new to my area and find Shattalon is a heavily walked St. between Bethabara and Reynolda. My fear is that someone will get hit since traffic travels at some obscene speeds at times. Also, I am tired of picking up trash.
27107	Traffic needs to be eased by turn lanes or new roads in Kernersville ASAP. Its impossible to go through town on 150 without tremendous traffic any time of day-and it doesn't seem to be anyone working on it!
27107	Dangerous road curves for pedestrian neighborhood traffic
27107	Traffic speed is not a problem on my street.
27127	Roundabout (at least the one in our area) appear to be more costly and ineffective and dangerous than 4 way stop intersection.
27127	I cannot stand trying to get out of our neighborhood (laurel park on peters creek). There are 2 entrances/exits at our neighborhood and neither of them have a traffic light. Sometimes it takes me forever to get across peters creek into and out of our neighborhood, and its dangerous. There have been several accidents and many close calls. Also on our side of town, if you are coming north on peter's creek and get off at clemmons road exit, and try to turn left, you cannot see the traffic coming across the bridge. I have had many close calls. there. Thank you for an opportunity to share some suggestions.
27127	Fast drivers on Southpark Blvd. (At curve in road)
27284	Speed bumps on roads to decrease speed on some streets. More patrol at traffic lights where accidents are frequent that patrol at shopping centers after business closes giving out tickets
27284	Neighborhood lower to 25 with signs.
NO ZIP	Traffic signal is desperately needed at US 52 and MLK Drive
NO ZIP	Fix Silas Creek Pkwy (N/S section). As it is now, its extremely dangerous acceleration: deceleration ramps are very inadequate. Going from robinhood onto silas creek and off at partridge lane is awful

## Transportation Services Survey 2006 Comments

### Road Widening

Zip Code	Comment
27105	I don't believe my neighborhood is getting the monies which were set aside in some of the bond referendums. There is a project for improvements and lengthening of Carver Rd into Motor Rd that is still yet to be completed because the monies were used on the southwest section of the city.
27284	My neighborhood is quiet and residential; I am not interested in road widening or other improvements.
27106	I feel the roads here here in the Winston-Salem region should be widened,
	Wants road widening projects in neighborhood
27105	Need to widen exsisting roads.
27105	I would like to see a wider road and 2 way exit on the street of Pine View
27105	Need for turning lanes and Hwy 52/8 and patterson avenue. They would help conserve gas and time. Traffic and businesses have increased tremendously.
27105	12) for commerical areas & neighborhoods more sidewalks needed & widen roads on other country side roads, near Mineral Spring Elementary & Middle School; Old Rural Hall Rd. area.
27127	Please put a right turn lane on HWY 150 where the new Wal-Mart is going in-at Twin Cedars
27107	Need to widen Clemmons ville Road.
27127	12. West Clemmons ville from Old Salisbury Rd. to US 158 definitely needs widening due to increase truck traffic, etc.
	Also more turning lanes needed especially turning northbound 52 from MLK to relieve congestion and improve visibility.
27107	Stratford Road needs to be expanded as well...Winston-Salem is a great great city and it should be a compliment that those are the only areas it needs to improve upon.
27101	Friar Tuck Road is used as a short cut from N. Peace Haven Rd to Silas Creek Pkwy. Southbound. Kirklees Road is utilized to complete the short cut. I would like to see Firar Tuck Road widened and curb and gutter installed.
27104	Country Club Road widening should start as soon as possible. Replace bridge over 421 at Peacehaven with wider bridge.
27105	Neighborhood roads are becoming narrower due to no upkeep (Forest Hills Ave needs to be widened badly)

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27021	I enjoy all my bus drivers. They took care of me.
27021	I don't use the buses much only in desperate times but it is a reliable way of travel when needed.
27021	Needs improvements on the Winston-Salem Transit Authority on zero announcements getting on or off the bus and so many stopping announcements need to end.
27021	Quit wasting tax dollars running empty buses and the ridiculous under used PART. Citizens in this region are independently mobile and do not require all of the expense. People would rather drive themselves directly to the places they want to go. Bottom line-quit wasting money on systems that are functionally unused.
27021	#7 I would like to see buses run in Clemmons/Lewisville.
27023	I know nothing about this service because we have never had to use this before his accident.
27023	#7no known bus routes.
27040	Bus has too many people on the bus for certain stops and not enough stops
27040	More bus service in the pfafftown/bethania are. Want bus services to charlotte
27040	The frequency of Route 16 has made it less convenient at peak hours when I am likely to use the bus.
27040	I would like to see more bus shelters and benches and sidewalks.
27045	I was unaware that they have public transportation here.
27045	If bus route covered more areas and scheduled more times; the working people might use this means instead of their car, etc and with the rising gas costs it would be an alternative for everyone.
27045	Living in the suburbs, there really is no convenient way to take public transportation.
27045	Need bus routes for Rural Hall Area!
27045	I feel it would be a wonderful thing if W-S transportation services would provide services out here in Rural Hall. There are jobs in this area business parks and individuals who would enjoy the services.
27045	Should add bus route to include Rural Hall.
27051	I wish there were more transportation option on the outskirts. I like in walkertown and to get to a bus stop in W-S would be pointless. But if they were at least on post in the area that would get me there, and would be greatly appreciated.
27051	I would like to see trollets on rubber tires service the W-S area. I am very much opposed to a rail system with rails. The present downtown one should be expanded to the n-s-e-w city's edge.
27055	I think the part bus needs to run on saturdays. Also, WSTA needs to run longer on Saturday and half on sundays for weekends.
27055	I do not use the bus system too much. I may have used it twice in my life.
27101	transportation to the PTI airport
27101	one bus on a route needs 2 buses
27101	With the bus driver involved the should be more respectful towards the passenger
27101	Buses don't serve this area except 2 times a day. Therefore, I cant use them and we need public transit. WSTA is not friendly if you call from this area. Not all people are wealthy. If you don't drive, you are totally dependant on friends- NOT GOOD!!
27101	My experinece with bus service over the last year has been positive, with regards to cost and routes.
27101	I drive my personal car, but at anytime I will be using public transportation because of my physical and economic status.
27101	All the jobs that pay a good salary, the bus does not go that way
27101	The WSTC department serves all my needs very well. I do use the services very much for my buisness and doctor appointments and to go to the grocery stores and shopping around town.
27101	The bus system is really good.
27101	I think that the WSTA system is one of the greatest bus system in the triad.
27101	More route times.
27101	please update the WSTA homepage. It says last updated 1997. How do we know if the route information is correct.
27101	#7- needs to be rerouted throughout neighborhood and city areas.
27101	More bus routed to extend to city limits
27101	Need more bus routes.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27101	I feel we could use more bus routes and stop locations closer to the neighborhoods so one could catch a bus to work or wherever they want to go closer to their homes for safety purposes. I think a major issue is how safe is public transportation. Taxi services are very expensive. It would be nice to have Trolley transports around town. . With today's high gas prices and pollution concerns, it would be great to be able to get around without a car like they do in larger cities.
27101	There are too few bus routes, and the buses seldom run. My attempts to take the bus from downtown to wake forest and back were thwarted by the infrequent buses and bus drivers who sometimes left stops early. I would love to be able to take affordable public transportation to the school of the arts, WSSU, etc, and of course, to/from the airport.
27101	A bus needs to run on Hattie Ave in the 1200 & 1300 block. I do not feel the current bus routes meet my needs because there is not a bus that comes on my street. There is an all-day daycare that is on the street and parents have to walk from 14th & Hattie Ave. to the daycare and back.
27101	Because I have to walk at night 5 blocks. I don't think that's fair
27101	Lengthen sat evening service to 10pm.
27101	You really should and need to expand service- more frequent buses and nightly transportation.
27101	Bus should include 3rd shift hours. Many people don't have cars and many jobs are hiring 3rd shift but people can't get there
27101	8)Because for those of us who work on weekends can't get to work for lack of bus transportation and we can't get home when we work late because the buses quit running
27101	7) I work on Saturdays no bus after 6pm, no bus when I work on Sundays, no bus at night at Reynolda Manor General: There are people who work nights at Reynolda Manor need a bus. Need busses for build who work Sundays--need busses for Saturdays nights on Peters Creek--need to improve --Go forward--Not cut back!!!!
27101	Bus service on Saturday after 6:30pm very important. I have been unfairly affected by a change in the system and I have lost access because of the change.
27101	We need later Saturday service and Sunday service
27101	Need late nights.
27101	Really wish that there was Saturday night service and Sunday service.
27101	More night services for areas.
27101	I answered three questions the best that I could, the reason being is that I don't ride the bus that much. But I want what is right and best for my older friends. We need to look out for them. Because some of them depend on the bus to get from place to place. Please don't make it so hard for them. Most young people have cars and don't need the bus but a lot of older people depend on the bus to get to their jobs.
27101	Bus doesn't go all the necessary places.
27101	#7. I serve clientele that I have to relocate because of government development. It is difficult for me to find comparable housing because my clientele needs to be in an area where the bus route is served.
27101	Bus service needs to be extended to outer areas of the city. We need more commuter transportation throughout the triad. And it should be integrated with public transportation in each metro area.
27101	The stops for buses are not convenient
27101	Please put the 10 til 1, bus 16-Oldtown back on that time. Since this bus is not on the 10-1 on 30 minutes, I am late for work everyday. I am very displeased with this time change. I am losing 80 dollars out of my paycheck. Please please put the 10 til 1 bus back on. Thanks
27101	2. on route 21, you shouldn't have taken away the 1:45 route. Route 21 needs to go down polo road and Reynolda road
27101	More shelters at stops
27101	The change with the bus service from 90 Cameron to 102 Cameron. I have to walk a block to use the bus and I am handicapped and can't walk that far because I have back problems and there is no place for you to stand under when it is bad weather.
27101	Too far to walk to bus stops
27101	However the appearance/ condition of bus stops and Downtown Transportation Center is generally poor.
27101	The appearance issue is a personal preference for neatness, litter free, and loitering.
27101	Bus stops on the south end are too far apart

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27101	closure of Skyline Village (27107) has affected me and the readjustment of the bus service around Happy Hill Gardens has caused a walk of 1/4--1/2 a mile to the nearest bus stop.
27101	Put some lights on the corners and benches where patrons can sit and wait for the buses.
27101	I just moved in a senior citizens apt and the bus route was changed to where I didn't have to walk far.
27101	7) Half the buses don't stop where they should because theirs no Big Sign
27101	There needs to be more places people can sit in the shade at the bus stops.
27101	#7. Sometimes stops cause me to walk too far to my destination.
27101	A place to sit while waiting on bus.
27101	Please consider adding limited Sunday service 8-3.
27101	All areas of this survey are very important. My major concerns is for the people who have to work on Sundays and have to pay extra to get to church. If buses ran on Sundays, if just a little part, it would help.
27101	Need bus on Sunday
27101	Yes, I believe you should have Sunday service for church.
27101	Well the buses should run all day and it really should run on Sundays
27101	I am satisfied with the bus system and schedule. Sunday buses would , in my opinion benefit a wide public of your customers.
27101	Need Sundays.
27101	Operate on Sundays and till 12am.
27101	I wish we had transportation to carry people that has disabilities, as they cannot ride city buses. Need something to carry people shopping and especially people in nursing homes.
27101	The trans--aid bus need more for you have to wait two and 3 hours go be picked up after finish at doctor.
27101	Need more busing for the people in wheelchairs.
27101	In other cities the bus comes every 15 mins. Here every hour why?
27101	I truly think thast WSTA needs to improve on their weekend runs. Ex. Start running on Sundays at 8:30am and ending at 6:30pm.
27101	Regional Transportation to PTI and/or Charlotte's Airport
27101	to be able to travel leisurely by bus to the Zoo on Sunday, or Museum in Raleigh.
27101	Inter-City travel at reasonable rates is important.
27102	We need public transportation between Lewisville and W-S
27102	Bus service is doing well, however Sunday service would be an added benefit. Thanks.
27103	I hate seeing large buses with few riders. Vans would do. We all should get around one day by bus. Maybe do a Saturday.
27103	Bus system needs smaller more efficient vehicles and more frequent runs and more routes. Park and Ride lots.
27103	3. buses need to run more frequently to be convenient.
27103	Options for public buses are limited, affects school students.
27103	I would take the bus if it was more frequent, and understood the routes. Other cities I have visited make it easy.
27103	Better bus system.
27103	6. get people to try buses by offering services that meet particular needs- be sure schools and museum are covered.
27103	4. PART bus system and options like bicycle racks on buses need more publicity and official promotion. When was the last time a "City Page" in the paper or a circular in the Utility Bill carried a bus route map and info on how to get schedule.
27103	I'm surprised there is no bus service on Peace Haven Road.
27103	2. dedicated highway lanes for bus rapid transit links to area hospitals, universities and cultural centers.
27103	Not enough bus stops
27103	The location of where I stay the buses don't run there. Could be better.
27103	The current bus service route does not include coming directly into my neighborhood
27103	I have to walk 3miles on a (55/45)mph highway (no sidewalks) to get to the nearest bus stop.
27103	Very important to provide bus service north-south and east-west that includes the bedroom communities. I would bus to work from clemmons if I had the opportunity. That decrease in car emissions should be considered in any transportation plan.



# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27103	need a bus for clemmons
27103	I would walk to work from watson/hawthorne to hanes mall if bus 18 or 20 left hanes mall at 9:10-920 pm
27103	I think you all need to extend route 12, (#7. They have a part bus for Kernersville and not clemmons.)
27103	The 43 doesn't meet with the 18&20. There is too much time that it just sits. Maybe make it faster. Maybe another 43 that runs the opposite way. B. Can't get taxi on Sunday. Bus service to High Point etc. The 18, 19, or 20 are really early in the morning.
27103	Why is there a bus stop on Cloverdale Ave in front of the Harris Teeter Shopping center across from Wendys. This is an unsage spot. The stop is on a slope no where save for a person to stand.
27103	Sunday bus service up to 10pm.
27103	Would you please provide service on Sundays to and from Downtown Winston and also services to and from the airport and surrounding counties. Also maybe have a subway train.
27103	I wish you could improve trans-aid so you don't have to wait so long to get to your appointments on time and get back home
27103	I think there should be a Sunday bus run because I have to work and don't always have a ride to work. I feel that the system is poor because they don't have a Sunday bus system.
27103	bus on Sunday
27103	If there won't be bus transportation for those who are hanicapped, then at least make Trans-Aid more available. Going to the Dr. and home costs \$50 given taxifare increase. There is no public transit system for W-S outside the inner city, & certainly little for hanicapped citizens. They are essentially house bound.
27103	I wish you could improve trans-aid so you don't have to wait so long to get to your appointments on time and get back home
27103	since I am still able to drive at age 85 it would be hard for me to walk to a bus stop to wait, particularly since most of my driving is to keep doctors appointments and attend church functions. Therefore I am not at all well informed about alternate kinds of transportation. sorry not to be able to help in this survey.
27103	A lot of areas don't have bus stations or the bus doesn't run to til There's also a problem of having sometimes to take 2 transfers just to get to a place which normally takes 10 minutes by car. We need a more advanced tranportation where buses go a long way all over the city, like in other countries.
27103	I wish we had transportation to carry people that has disabilities, as they cannot ride city buses. Need something to carry people shopping and especially people in nursing homes.
27103	The bus does not run where I live. I would prefer to take the bus, but it does not run everywhere
27104	7. Apparently, current bus routes don't meet the needs of people as too many times during the day I have witnessed bus after bus running empty with no passengers. During these times of day, I suggest using mini-buses or
27104	need to focus on mass transit, poor public transportation options,
27104	If you improve the bus system more people can save gas, like in N.Y.C
27104	Bus and other systems need to be more improved as far as widening the area in which they run.
27104	The night bus is inconvenient. Unsatisfied with night/weekend conditions of services
27104	Need more bus service on saturdays.
27104	The need for commuter services within the downtown area should be a priority not only during the business day, but also at times when our downtown merchants and entertainment venues are open.
27104	7. no, because bus routes do not run on sundays and holidays. Plus, they only run to certain times at night and do not run to all areas after 630. Night service need to run on Saturday too.
27104	There is no transportation on Sunday and certain areas haveno night service(country club)
27104	I would like to see the buses run on country club road Saturday, It would be real helpful because we can get out and enjoy the things that go on down town on the weekends!
27104	#8- not offered to all areas of the city-unfairly distributed. #7- have no bus service available to us- unfairly distributed bus routes.
27104	Bus does not come near my house
27104	Notes that bus service keeps getting cut, that bus #12 used to go by house, but has been relocated no sidewalks in area.
27104	Sat/Sun Bus service needed
27104	More people would go to church on Sunday, if service was available.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27104	The WSTA has done an excellent job!! Your recent improvements is a plus for the city. Please consider improving bus service on "Sunday". The downtown area is growing. People need to have public transportation to get downtown to spend more money.
27104	I use WSTA sometimes. Would use bus more if it came to my door. I cant walk without a walker.
27104	I have not been on a local bus in many years because of inconvenience of getting to any specific destinations and the extra time involved.
27104	I would suggest electric or hybrid or alternative fuel buses such as in Chatanooga, TN
27105	More option to PTI.
27105	I personally feel it is a shame that there is a bus traveling to East Forsyth High School down a long curvy road with no riders
27105	Carver Road/Butterfield buses are empty at night (waste of fuel). Bus is noisy when stopping at night. (announcement of stop).
27105	Get new buses
27105	Yes I think bus driver should look in there mirror to see if they can see people in stop
27105	I would like for the bus driver to be nice, and stop talking so much.
27105	I And the lady on No. 7 she is not wery pleasant. And she is late most of the time. And she sometimes talks nasty to people other than that when she is not driving all the other driver that take her place on her day off, it is a pleasent day.
27105	The bus driver needs to be more friendly and if there is a problem, don't lash out at the person. Get the smell out of the building were people sit.
27105	Crowded buses need more buses to run at different time (example Thurmond St. bus4) to crowded but only runs every hour, needs to run every 15 minutes or so.
27105	My husband depends on the bus
27105	The bus need to operate on a grid system instead of doing a loop if going out of and coming into downtown.
27105	bus routes and service fine
27105	I was unaware that they have public tranportation here.
27105	More police protection in out lying heighborhoods would help. It is too dangerous for people to wait on the bus. If the criminal element know that arerest will occur if they are in certain areas will allow people to use transportation.
27105	Structure of transportation system is unproportionate. I don't agree with the varying transit schedules which are inadequate for the public needs. Forcing the public to use private transportation. For the demographics of W-S the system is unproportionate to the ratio of population and allocation of federal funds, this is a travesty.
27105	It seem to me in the majority black areas bus system is always over crowed and bus don't run as much as areas that go to place such as the mall, baptist or forsyth, when the city knows these other areas need better transportation.
27105	The city needs a mass trnasit service to get more people around the city with the growyh of the county and the city.
27105	Offer job fair for all the people in trans center who have nothing to do.
27105	Making changes no one know about and you be waiting on place and it be the wrong place and the bus don't stop. We need some bus stop places where the bus will stop with out misunderstanding.
27105	Let the public be aware of changing in public transportation. What bus route has been limited or added?
27105	Why is a 30 day pass include sundays and holidays when there are no services rendered. Therefore it isnt a true 30 day pass.
27105	Thanks for the concern! Lower bus fare as well! Back to \$.50 a ride
27105	Have you ever considered smaller buses. If you have smaller buses maybe you could run more routes. Is there any thing to increase rideship? There are many new housing development s that the bus does not serve.
27105	Bus route Cherry SW to NorthPoitnt without going downtown.

## Transportation Services Survey 2006

### Transit Comments

Zipcode	Comment
27105	Extend bus service North Hampton Drive to Old Wlakerstown Rd. Combine some routes in East Winston so that the community could shop at Walmart/Hanes Mall stores at least once a month until 9:00pm. These people are paying too much money for some items in their neighborhood stores.
27105	I would like to see travel to Kernersville jobs and shopping.
27105	Buses don't go toward my job(Windy Hill Dr.; Oak Summit Nursing Home) Transportation from 6am-12pm
27105	A good friend who works with hispanics has commented to me many times there are not enough bus options for the growing hispanic community.(This is one persons opinion)
27105	Ive been limited in my choices of places to live and limited employment opportunities in my field because of limited bus routes/service.
27105	Lastly, the routes do not cover enough territory. For example, the temp services keep jobs available in rural hall, lowery st., etc, but no bus service.
27105	Buses need more locations
27105	My comment about the current bus routes are they don't go to Clemmons or go to my onl Dr in Old Salisbury Road
27105	I currently feel that the bus service should go beyond Waughtown Sprague into Green Oaks and up Oakridge Howards North Hampton.
27105	There was a bus stop at Three Girls on Northampton Dr. This bus was stopped on the last route cuts and now I have to find a way to Carver School Road to catch a bus.
27105	Bus should expand service to Parkway Plaza shopping center.
27105	Bus expand serve shopping center parkway plaza.
27105	Transportaion should be available for those that work different shifts, such as limited transportation for 3rd and 2nd shift workers.
27105	7)people who work third shift, that got hired because of the shift, are not accomadated due to lack of 24 hour transportation.
27105	Improve time buses stop at night. . Have transportation in industrial areas so that persons that do not have a car can seel employment.
27105	Actually, the bus should run later and Saturday service should run earlier. There are passengers who work on Saturday and it is a hardship to them to get to work.
27105	During the summer, buses need to run later because most work hours are longer.
27105	I also wish it would run a couple of hours later on Saturday because of people who work on weekends like me would greatly appreciate it. The transportation system is bad because its not meeting simple needs like I stated above.
27105	I also wish it would run a couple of hours later on Saturday because of people who work on weekends like me would greatly appreciate it.
27105	I feel there are major and minor delays at rush hour and certain bus stops don't meet my needs. Overall there aren't any complaints. Also certain routes could run longer for working people.
27105	Have bus longer on Saturday.
27105	Extend service on Saturdays
27105	I work as a general labor and a lot of the jobs offered to me I can't take because the buses do not run after 12am. A lot of good jobs are second and third shift. I can get to them, but I have no way home.
27105	Needs to run until 2am so that people who work late could or would like to ride the bus they could. Sara lee, Westpoint/Kannapolis, 330-130am need a bus
27105	Public transportation questions do not let me give a true picture because I drive everywhere I go. I have no idea conerning bus route.
27105	It's not feasible for me to catch the bus to school.
27105	#7. No because the bus does not serve my entire neighborhood. Bus comes to community, but people have to walk almost a mile to get to the bus stop from the North end of the community. #8. It is poor because it is not diversified enough. We need trains, buses as well as taxis. They need to be able to run 24-7.
27105	#7. Bus doesn't come close enough to my house and probaly doesn't take me where I want to go. #10. I do not ride the bus.
27105	#7. Do not use bus service because I would have to walk about one mile or more.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27105	#7. Do not live in inner city
27105	My husband and I live at 3611 N. Hampton Dr. and we don't drive. Buses don't come by our house or anywhere close so we have to pay for a taxi or walk about 1.5 miles to get to the bus stop. Most people don't have cars out here, and we think that's (Bus stop) unfair especially that i work and have to be at work at 9 am. Help us resolve this
27105	Notes would like to have buses or public transportation in area
27105	There is no bus service
27105	My neighborhood, the bus does not even come down in the area we have to walk out to stratford rd.
27105	I do not use bus or any other city/county system. Would not be comfortable using taxi.
27105	My only source of transportation is a car. I do not ride the bus.
27105	Everything was not so important to me until I moved into a somewhat rural area.
27105	7. There is no public transportation pass the carver road/311 junction.
27105	bus routes need to run more frequently. Bus routes that goes up past waughtown and kenersville.
27105	Bus service between greensboro, High Point and W-S.
27105	Transportation to High Point and Greensboro would be good until Winston-Salem re-establishes an Amtrack rail stop
27105	# 13 could use passenger shelter at Mazie Woodruff center on Carver School Road.
27105	I would like for for all to send Number 1 bus all the way down to the Ebony Hills home on New Walkertown Road. Because it is a very long walk to carver school rd to catch the bus. Many people down here do not have cars and I would be a blessing if you do so. Thank you
27105	I do not understand why bus service was decreased for the 44. Also, there should be an express bus that would run from the transportation center to the mall and back. I know Winston-Salem is not a big city and its budget is limited, but extended services for the "44" would be practical. Thank you for asking my opinion.
27105	When bus 5 schedule changed it affected my transportation to work. Also it would be appreciated and needed for my benefit and others to have bus 5 route affected to night service. Bus 4 is such a dangerous route for me to try to catch at night.
27105	I ride No. 7, and No. 2. They all are always 10 to 15 mins late.
27105	Bus 29 needs to run later in the evening and delays need to be shorter.
27105	Reg bus routes stop 1 mile up the road from my house. Workers (who help me with a handicapped child) have to walk the last mile to get here. Sometimes I am late because I have to walk on times that are arent serving the pubic on this route. As a result, if I ever have to give up driving, i would be housebound, since i couldnt get anywhere.
27105	I don't feel like the current bus routes and stops locations meets my needs because its too far for me to have to walk, and I think all bus stops should have a place to sit down. I have bad need and sometimes can be very painful waiting on a bus with no where to sit.
27105	Yes I live on hanes mill road in some apartments called millcreek. When I first moved there, there was a bus sign in front of the complex, well, little did I know you all have changed the location, I'm really mad because I have an elderly neighbors who catch the bus and now they can not. i called and someone said we do not stop there anymore. I asked well why? I had seen on tv that the bus schedule will change, but not AT ONE time did they say they will stop running in some areas. i went to the doors of my elderly neighbors and they said we are mad i cant walk to sara lee, which is up the street from the new movie center which has just been built. One lady said she couldnt pay her bills because of the bus and also because she cant walk all the way up the street.
27105	<b>(Continued from previous Comment)</b> Lastly, in Easton, the bus used to run from easton till morningside, and the whole thing is that they need to go back to they way it used to be around easton-running to morningside beside going downtown and getting on anothe bus that just needs to change back. You are all the ones getting out money, so we deserve the right. i may not ride the bus all the time, but just thing the other times. I was really pleased about the bus scedule before you all changed the routes and also moveing signs. things need to go back the it was. thank you so much do it for not just us young generation, but for the seniors especially in easton to morningside that needs to go back the way it was. thank you

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27105	Some routes require you to walk too far to where you are going.
27105	Im afraid to catch the bus because I have to cross the highway.
27105	Please put a covered seat on 14th Street and Jackson Ave.
27105	I think they need to build a place for disabled people to sit on Greensboro Rd.
27105	From visual observation, the bus system seem to be very good, however I notice that you have bus stops in front of peoples driveways and this is unfair.
27105	It would be nice if we could have benches in the bus stop, it is right in the sun
27105	Sometime the bus is either late or to early, and sometime I miss the bus and it'll keep going instead of wait on me.
27105	Bus needs to be on time more and stop passing people while staning on bus stop. .
27105	Waiting on the bus is the most frustrating experience, at most bus stops there is no shelter or seats to rest while waiting or provide shelter during inclement weather. In the 27105 area alone there are not enough of these(shelter and seats at stops).
27105	Public transportation does not need to run on sunda
27105	Provide Sunday bus service
27105	Provide services on Sundays from 8am-6pm, limited routes(survey churchs) because some churches do provide their own transportation.
27105	The city is doing a great job, but Sunday service would be nice for church go-ers
27105	Sunday public service would be great for church and other social events. Grocery stores, retail stores, and restaurants are open for the community and surrounding areas.
27105	Bus routes are very important for weekends, Saturday and Sunday. Some people would like to travel by
27105	Bus system needs to run on Sundays
27105	It would be wonderful to have Sunday service as well.
27105	Sunday service for the buses
27105	Two Sunday buses on Sunday: One for church and one for others to travel.
27105	The city should also have Sunday service, if only on a limited schedule as on Saturday.
27105	Need Sunday Services
27105	Not meeting needs because there is no Sunday service, and the workforce is a 24hour, 7 days a week system. The bus routes are outdated and do not fit the times. Also, 3rd shift is cut out of transportation because they bus stops at 12am and 2nd shift cant get home.
27105	Sunday Services would be great
27105	Buses WSTA need to operate on Sundays
27105	I JUST THINK YOU SHOULD HAVE SUNDAY BUS SERVICE, BUT OTHER THAN THAT I WLIKE YOUR BUS SERVICE BEING THAT I'M NEW HERE.
27105	We really need Sunday Service
27105	Please provide Sunday bus route service.
27105	Please get a Sunday bus service.
27105	Start bus on Sunday.
27105	Provide service on Sundays.
27105	I would like to see more buses going to Greensboro on the weekends. Also there should be bus services on Sundays. Use the same schedules as Saturdays. The buses should run later on Saturdays. When I visit Charlotte, Durham, Raleigh and other cities Hampton VA etc. I see that there buses run on Saturdays please look into Sunday bus service I think peope would ride the buses.
27105	Need a trans-aid bus that can lift a person and wheelchair that weighs over 1000 punds. There are people homebound due to their weight.
27105	I do not like the services provided by trans-aid. They keep customers waiting too long to be picked up. You have to schedule appointments days in advance or you will not be services. Handicap people are not always let off at their stops. This places them in an unfavorable condition using WSTA. Please make public transportation more favorable for those that are disadvantaged.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27105	Bus routes around here are only convenient only if going Reynolda, downtown, and then to hospitals. Trying to get to Robinhood and Polo is crazy, it's 7 minutes if you drive, can even figure it out by bus. The same problem with Peacehaven Rd. My son has seizure disorder and isn't allowed to drive, but the bus is not on schedule. Sometimes I'm gone 4 hours for a 30 minute appointment. Work on roads or dam is ridiculous. If there's workers, they don't work. We've requested 3 times to have a map mailed to us, but still haven't gotten one. (got a name once-Tina- never sent one)
27105	More buses more frequently are needed! Regular schedule- to go downtown there should be buses every 15 minutes (at least 30 min). A "rush hour" schedule would allow buses to run frequently and encourage drivers to ride the bus which is better for the environment and can be more economical. During certain times of the day, the buses could run on this more frequent schedule.
27105	Buses are not easily accessible and schedules for routes could be more often
27105	I have to take 2 buses just to get to the main terminal. Buses only travel once per hour. Service stops too early.
27105	Riding the bus is a long tour as I must go downtown to transfer to most buses. Why? It takes an hour to travel what I could travel in 15 minutes by riding in a car. The distance to ride to the hospital from Arden way should not take an hour to travel.
27105	Winston-Salem needs more bus routes and more frequency in the scheduling of buses. Currently, the bus is a good option for me when I have no other option. Otherwise, it just doesn't line up with either my work or personal schedule. My job is 4.25 miles from my home, and it would take me between 1-1.5hrs to get there--one way
27105	All the buses do not run at a convenient time, so you can catch another bus.
27105	The current stop and time don't meet my needs because it takes too long. I work, have a child and wish the buses would run every 30 minutes, especially route 10. The transportation system is bad because it's not meeting simple needs like I stated above.
27105	Also, we don't need a trolley service if present routes/services are improved and expanded.
27105	I am visually impaired and cannot walk to the nearest bus stop. I have to be driven there.
27106	and provide more travel to PTI airport for the older people.
27106	WSTA drivers don't know how to drive- careless and speed
27106	The drivers on my route are always nice.
27106	Job routes--inconvenient. Summer--winter Bolton need permanent or every hour route for students or visitors could be improved for future education purposes. Daily bus schedules are 30 minutes or hour dependable. Mall seating for all age good plans don't last long. d.
27106	5. Increase inter city options from simply Greyhound/part to include commuter buses
27106	the bus service could use some improvements
27106	I feel the bus service is adequate if you live in Buena Vista or East Winston, but there is no service if you live in the suburbs.
27106	New bus changes are not fair and the elderly are confused
27106	Not enough schedules
27106	I would like to see express runs for public transportation from apt. complexes to the major employment areas (downtown, med. centers, etc)
27106	Bus stops/routes are not sufficient. There should be more buses and stops, as well as routes.
27106	Bus service to Peacehaven Road
27106	There should be a bus stop on Silas Creek Pkwy in front of Forsyth Hospital.
27106	Bus stop needed beyond Shattalon out to Grandview
27106	We need bus service that goes out Robinhood Rd. There will be substantial services in the area around Meadowlark/Brookberry Farms shortly. Consider the new housing developments there now as well. Soon, Robinhood will be completed and workers will prefer to ride in. I take taxis to all appointments, which means \$50/day.
27106	Know locations and 10-11pm bus not dependable. Hanes Mill Rd (night bus), Goodwill Coliseum night services bus jobs or GED hours seating in lighted areas and trash cans, Food areas seating plus employee transportation appreciated.

## Transportation Services Survey 2006

### Transit Comments

Zipcode	Comment
27106	The main problems I note is the hardships people have to deal with if they want to use alternative transportation. I have often also wished to take the bus downtown, but the final bus runs to my neighborhood (around the Reynolda Manor Shopping center, on Reynolda Rd) very early in the evening. I live in an apartment complex with a great deal of other graduate students, and we would love a way to get downtown and back up town on the bus, especially on night and weekends when we like to go downtown to visit the bars, and not be forced to take a taxi, or find someone sober to drive home.
27106	Also I'm hindered by the fact that the last bus comes at 6pm and that they don't run on Sundays, I'm severely limited to the kind of jobs I can apply for because of this. I think you'd have a lot more riders if you offered more options.
27106	You guys need to run after 6:30pm on Saturdays and you all also need to run on Sundays, people work on Sundays in that case they work weekends, it's an inconvenience to these who have to work weekends because they have to find a ride.
27106	I don't use public transportation. Before I retired transportation didn't meet my work schedule.
27106	There are no buses on bus stops in my neighborhood.
27106	my wife I are retired and have no need for bus service.
27106	no public transportation to local counties (Davidson, Davie, Yadkin, Stokes) for commuters; ;
27106	I live just outside the city limit. I have no bus service. The nearest stop is 3 miles away and I cannot drive due to handicap.
27106	the bus could come to my street so I wouldn't have to walk as far. Stops need some seats at areas like Indiana and Cherry St. I like the way the service is at this time but I would like to see if the bus that I ride everyday and night could put me a little closer to where I stay. I stay at Indiana Ave and Cherry St. I ride bus number 10 throughout the day and bus number 11 at night, but all in all I like the way the buses run, keep up the good work.
27106	Also, it takes at least 3 hours just to go to the grocery store because the bus only runs once per hour (44) and if I go to another area of the city you're talking about an all-day trip.
27106	When route 4 gets to university plaza in the evening, route 44 should be there for the last run.
27106	Route 16 is a much needed bus in terms of transportation on the North side of town. It completes its route at 6:15. I myself work at 8pm - 4am. The 16 would be fantastic to run up till midnight for 30% of riders in the afternoon ride at night more. Route 16 is significant with 44 one of these buses should continue to run till the rest of the WSTA buses stop!!
27106	Repair and put places to sit and stay dry from rain on bus stops.
27106	Buses do not run on Sundays
27106	I think having the bus run on Sundays help those who are unable to make it to work on the weekends that they have to work.
27106	Need to increase the number of wheelchair accessible stops. Trans-aid should run after 5pm on weekends.
27106	Trans-Aid have me at my appt 45 min to almost an hour before time. I would be lost without service.
27106	More transportation should be available specifically for people with disabilities and more options are needed for carpooling to/from areas surrounding W-S
27106	Generations getting older, we need more money for the elderly and disabled passenger. Vans/Drivers
27106	Some people with physical disability need a seat belt on the bus.
27106	Trans-Aid also will not come out to my area and it is at capacity
27106	7. Buses are not consistent on hourly basis and should reach stops every half hour daily.
27106	CE- I drive to work instead of using public transportation because there are no direct routes from my area to downtown. I provide a ride to someone nearby that said she had to catch the first bus at 630 am and then transfer several times before getting to the downtown area.
27106	I live quite a ways out from the city core. If I had to depend on public transportation, my commute time would have me away from my home from 6am to 6pm. That does not provide me with a viable option as opposed to driving my own vehicle.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27106	The bus routes are very difficult for anyone in the "suburbs" of W-S to use efficiently. You have to take a bus(after you find a stop close by) all the way downtown and then transfer to another to get where you want to go. Also development are allowed to build lots of new neighborhoods with out being required to put in enough(or any) sidewalks or widen the access road to the neighborhood. More money definitely goes o certain areas in W-S then others.
27106	Re: question #7, I do not feel that the current routes and stops meet my needs, for one thing very few of the stops are indicated by WSTA signs so no one really know where the stops are located, and in most areas ther needs to be more stops and closer together. Most people don't take the bus because there is so much time involved. Personally, I use it as a time to catch up on my reading, but not everyone is like that. Thank you for your consideration.
27106	The bus routes should be more accessible in certain area and the times should be extended as well the timing between each bus should be shortened.
27106	Downtown trolley should run more often and make more stops//more bus terminals
27106	I would really love to see the return of electric streetcar routes, but i know that is unlikely.
27106	We see buses with no riders and you want to install trolley track we just got rid of!
27107	We have a bus service that travels our street every evening with 2-4 people on it. Maybe try 6-12
27107	Poor bus service (Time and needed routes);
27107	With population increasind daily, illegal driver/ to much pollution we need metro.
27107	Poor because ther are never on time, and can approve the bus system in Winston-Salem, especially for the senior citizens.
27107	I haven't rode the bus in a while but I know that consumers would like for the transportation to be a lilttle more convenient instead of changing times leave as they were.
27107	Hope for a better agreement on transportation in Winston-Salem.
27107	Clean the buses more
27107	Not satisfied with change in bus schedule time.
27107	Need to clean and freashen buses.
27107	I had no knowledge of bus routes
27107	Promote with Route and price/ schedules - paper/ media.
27107	there is no need for public transportation as yet. If however the need arises, we would not know where to go
27107	I live in Thomasville on Midway School Rd of 109 my doctors are at WFU family practice and Baptist hospital. I have just gotten an electric chair hospital bed, potty chair and I know I will need transportation to and from doctors in Winston
27107	Needs a bus route on reynolds park road.
27107	Bus need to go down to 109 to Teagive Road and also by Betty Drive
27107	Bus routes don't meet my needs in my neighborhood if I wanted to use them. I see people who live in my neighborhood with small children who have to walk a mile or better to catch the bus. They are walking in
27107	Bus routes need to be expanded
27107	(Bus routes should be in every neighborhood)
27107	It would be nice if they would run the buses inton 109 down where new homes are at.
27107	There needs to be a bus stop at the special children's school, 4505 Shattalen Dr. That is a very long walk up Yadkinville Rd. The roads on Lonview Dr. need to be paved.
27107	If a bus came down Reynold Park Rd down to the recreational center that would be great.
27107	Wish the public service ran longer and on weekends and in more areas
27107	Transportation also needs to be a little longer on Saturdays because consumers that work during the week and try to do their other shopping are limited to time.
27107	no bus service in area
27107	Bus does nor come close enough to residents to walk to bus stop.
27107	Bus does not come to my community
27107	There are no buses or stops in this area (Meadowview Dr.).
27107	I live on the southside of town, Plaza South Apt, no bus service here.
27107	#8 no bus comes to my house (2826 Cole Road)



# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27107	To some extent out New Walkertown Rd/311NE may have off New Walkertown Rd in this area no bus stops.
27107	current bus stops are not close enough to my house to be beneficial to my family
27107	I don't use the bus for transportation, but I feel the survey will help make improvments in the future. I could not answer question #10 because I don't use the bus.
27107	I don't use public transportation because of my location
27107	I live in northern davidson county and hope to get bus service in my area
27107	Extended/Increased PART routes could drastically decrease traffic problems on Highway 52. I have been on their "wait" list for over 6 months.
27107	Everyone should have the option of traveling by bus if they need to. If we had a bus service that connected the Triad area, you would make much money and people would stop driving their cars so much.
27107	Also, public transportation in around this are should be of upmost concern for all nc citizens
27107	There is no consistent bus coverage (timely) at Shalimar Dr. and Reynolds Park Road
27107	I think you should put route #26 as it was before.
27107	The Cornell bus route has been stopped. I live on Lexion have to wat 20 mintues to get bus route #14 bus needs to go down main, or Cornell, Yale(again)
27107	More seats to sit in at the bus stop due to weather.
27107	Sunday service, I think, is very important and serves during bad weather.
27107	If you are new, and get on the bus on the wrong side of the street going the wrong way and the bus route ends, they make you pay to go in the direction you wanted to originally go. I do not have enough money to do that, and I feel that's unfair.
27107	Bus service starts approximately 1/4 mile from my street within city limits. Walking to bus stop is very dangerous.
27107	7. need routes to come in, not at major stops which are too far apart. Not accessible for small children and older adults.
27107	I live off Sprague St. on Willard Rd. Every morning, I have to walk to Waughtown St., which is a 40 minute walk rain or shine with my 3 yr old daughter. I work 5 days a week. When the weather is bad, we have been walking when it starts to rain, and have been soaked when we get home
27107	Please develop a sunday route that goes all the way down cole rd. to ridgewood road so i can get to church at my church.
27107	I am a bus rider, I would like to see Sundays and holidays services provided, even if on a limited schedule, i.e. Saturday schedule.
27107	Please add bus serice on Sunday's for people who have no transportation to work, more bus routes, more places which do not have bus routes
27107	Need to provide bus services on Sunday
27107	Buses need to run on Sundays
27107	I do not use public transportation because I am on a walker. My left leg is shorter therefore I use don't use public transportation
27107	I am disabled so is my mother and one to pay for transaid service and I have to accompany her.
27107	Grandaughter uses trans-aid. No complaints except shes special ed and not able to hold on to her medicaid card for return trip. (easily looses things)
27107	We need faster routes and bus stop need to be more plentiful and accessible
27107	#7. Have too long wait
27107	The recent changes in the bus times has greatly inconvenienced me. I now have to wait 45 minutes to transfer and then walk quite a distance to my job.
27107	#7 does my service area
27110	I am a out-of-town student attending WSSU. I do not have a car and I've been here for less than a month and bus transportation is horrible, especially on the weekends. The buses run slow or not at all. On sundays, there is no bus services and saturdays, it ends at 6. I wish the time was extended until 10 at night for major bus routes around WSSU, Hanes Mall, downtown, and hospitals in the area.
27110	Would like bus service in South location. Winding Woods/Riley Forest Street/ Pope Road
27110	Need more buses on old salisbury road

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27127	Otherwise, we need more buses to help.
27127	WSTA does not provide a valuable service to the vast majority of residents. It seems all too common to find city buses about on their very limited routes with a nearly empty cabin. I would be concerned that it is neither economically or environmental efficient. Better investments might be targeted toward infrastructure residents would used, such as wider steers, sidewalks, HOV lanes or bike lanes.
27127	Poor--late pick-ups or early pick--ups
27127	I think there should be more buses. The buses need to run quick. Every hour for a bus system is very slow compared to the bus system in New York which runs about every 15 mins. The time the bus station closes is too early.
27127	Coming from NYC, I find the public transportation quite limiting.
27127	promote bu service better and give senior citizen discounts to to senior citizens. Promote monthly tickets sale.
27127	I live in Winston-Salem on brooksedge dr. off of Kernersville rd. I have a car but my children don't, and they are rising seniors in high school. The want to ride the bus but there is no service that rides our way. I would love a bus stop on robbins ro
27127	I would like to see public transportation included in the immediate Rural Hall area to downtown W-S
27127	I wish there was more transit routes, had smaller headways.
27127	Bus #13 does not cross Clemmons Rd. and I live on the other side of Clemmons Rd. Now that they are building the new Walmart I'm hoping to see the buses come this way.
27127	I would like to see public transortation come further down 150 West, I would like to have the option of utilizing the service.
27127	Extend bus service to South Main to where Konnade Dr interest with South Main St.
27127	Buses need to run later in the Peter's Creek area.
27127	There aren't enough bus routes in south main/clemmons area. Buses do not take a considerable schedule.
27127	We need a bus route to Ardmore Rd
27127	I suggest that more bus stops and more buses should be created. Not enough bus stops to accommodate needs
27127	I think we need closer bus stops to south main street and also they should build sidewalks on south main.
27127	Public transportation is limited, at best, and for citizens who must rely on it, it is a challenge to try and use it for even their essential transportation needs. most people who need public transportation to get to work cannot rely on it especially if they work in retail and service related jobs and cannot get to and from work for early and late needs and work on weekends and holidays
27127	We need more Saturday , Sunday including Friday night later services at least 2am
27127	Would like to see later bus hours downtown and at the hospitals and I look forward to the new streetcar system.
27127	The buses need to run on weekends and for a longer time
27127	Bus services in my neighborhood is extremely poor because we use to get services on the hour during the week which has changed. We don't get any weekend services and this makes it extremely hard to get back and forth to work. Bus stops running at 6pm during the week which is another hanicap because I work 3rd shift. I have to wait about 50 minutes in the morning before I get home. During school it takes me 2 hours to ride the bus from one job to the other during the course of going to and from work.
27127	Public transportation does not come by where I live on teague road. It only comes to easton.
27127	Buses do not extend to my neighborhood, though I live in the city limits. If I ever had to depend on the bus, I would have to get a ride with my children to the bus service in order to catch the bus.
27127	#7. No bus route at my location.
27127	There is no bus service in my area. Overall, I feel the bus system for the size of Winston-Salem is very very poor. I have lived in numerous parts of the country (northeast, west coast) and feel winston-salem's system is in dire need of improvement. its about 25 years behind the times. Also the bicycle routes are all but non-existant-again about 30 years behind!!
27127	There are plent of bus stops near my desired destination, but not near my home.
27127	There is no bus service.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
27127	The buses don't travel to all areas of Winston-Salem, so the next option is to ride a taxi. I have had several bad experiences in riding a taxi here, and the waiting time in riding a taxi is an hour or more-this should be improved.
27127	Doesn't serve Heather South Condominiums or Old Salisbury Rd (Turtle Creek)
27127	#7. Buses do not come outside city limits
27127	I live in northern davidson county and hope to get bus service in my area
27127	provided Sunday service,
27127	Question #14 should include increasing the number of buses that travel to Rural Hall, King, Pilot Mtn & Mt Airy
27127	bus shelters and/or benches at most stops
27127	Buses do not need to stop when its not a bus stop including school buses need more shelters for rain.
27127	Buildshelter at bus stops when heavily used.
27127	The buses need to run on a better schedule to help the people get to work on time.
27127	I have people waiting for extremely long times for buses and I believe that we need to have a more accurate schedule especially where the bus lines cross each other. I know of some folks that have to take one bus and then another, but they wait for more than 15 minutes for the second bus. If you can schedule these buses to overlap, then it should be up to the bus driver to wait for the next bus at a major crossover. I dont expect you to be like a big city operation, just a better city operation.
27284	Riding the bus is not an easy task. We need better, more extensive mass transportation.
27284	You have to drive to get to a bus stop. The stop is located on the other side of Kernersville.
27284	more transportation going to W-S stores (hospital, schools, appointments, Aldi, pay bills, electrics).
27284	Connections to Walkertown, Kernersville, H.P., Greensboro
27284	(Need mass transit option other than bus from surrounding communities
27401	Also it would be very accomodating to include as in HighPoint bus stop signs. That very feature in High Point makes that bus service experience a joy, to be able to stand at a particular bus stop and readily observe the time of the next schedule buses arrive.
27401	The implementation of a Sunday bus service is imperative.
NO ZIP	#7. Not enough buses running and bus stops. #8. Need more buses and cleaner stations.
NO ZIP	The city will always be behind the times, besides I think more buses should be put on routes instead of decreasing buses.
NO ZIP	Your bus drivers are doing the best they can. Most are ok help to people. Thankyou for being here.
NO ZIP	The WSTA drivers have terrible attitudes and are down right disrespectful(majority).
NO ZIP	#5 Bus bad driver (bad attitude) & not satisfied with the driver
NO ZIP	#8. The drivers for these buses sre very unconcered with riders questions there for unhelpful and impatient!!! Even rude!
NO ZIP	Bus stops need to be located at the end of all major developments; and cheaper transportation needed.
NO ZIP	Forsyth as well as Guilford county needs to desperatly increase the safety as well as the structure of the public transportation system. I am a student at UNC-Chapel Hill where taxes were raised to provide free and frequent public transportation. When on campus this is my only mode of transportation and i feel very safe and find their system user friendly. you couldnt pay me enough money to ride a public bus in forsyth county. they are dirty, inconvenient, infrequent and horribly unsafe. (the #1 spot for high crime are the #1 served areas) i'd rather pay higher taxes and use clean safe and convenient public transportation. Our county should examine their model and rethink our public transporation services.
NO ZIP	Dark on bus line between 5 and 6 o' clock
NO ZIP	Also security should be able to write citations for cars coming through the driveway instead of running after them. they can get hurt.
NO ZIP	Wish the bus fare does not increase.
NO ZIP	Would like to see more information out about the current schedules; on channel 13-public info station?
NO ZIP	There are no routing directly on liberty and indiana.
NO ZIP	1. city bus service needs to be extended more toward the north sideof w-s.
NO ZIP	more buses running later and on Sunday
NO ZIP	One thing is route 16 and 21 don't run on saturdays. Also, it is hard to get to the first assembly of God on saturday or sunday nights. We need more night routes.

# Transportation Services Survey 2006

## Transit Comments

Zipcode	Comment
NO ZIP	Better bus service for employees working evening shift at NCBH. Employees get off at 12:30 and 1:30 usually have a hard time getting off. Also have hard time getting to and from work on weekends and holidays
NO ZIP	Public transportation for Saturday after 6pm and Sunday until 9pm.
NO ZIP	I think the buses should run until midnight
NO ZIP	Davidson county area arounds hwy 109 should have buses run until midnight. The buses should have better rates.
NO ZIP	The bus service should at least run 24 hrs.because we work at Baptist and get off at 1:30. That would help people with no transportation.
NO ZIP	People who work weekends and nights scramble for private transportation on Saturday after six p.m. and can't even get to work on sundays.
NO ZIP	Buses need to run later and connection need to be better .
NO ZIP	#8. I think the bus system should be ran 24/7 with the system running the way it is.
NO ZIP	Buses need to run at night and on sundays to encourage more riders who might use services if bus hours were better. Example is a person who works from 5pm-midnight cant take the bus since the bus doesn't run second shift hours.
NO ZIP	What about the night bus
NO ZIP	Run buses continually on regular rought to 12 am. Run on Sundays to 8pm or 9pm. Go up on fare to 1:50 or 2.
NO ZIP	#7. No! Because when the bus stop at 6:30pm on Saturday you don't have time to do a lot of grocery shopping and taking care of business after all week working..
NO ZIP	We need more night time bus service for those working second/third shift jobs.
NO ZIP	#7. This is a town that needs transportation after 6:30pm on Saturdays.
NO ZIP	Bus doesn't run where we live
NO ZIP	7. buses do not come to my area
NO ZIP	bus stop not near my house.
NO ZIP	There are no bus stops in the immediate area. The closest on is 1/4 mile or more away.
NO ZIP	I live in a development thata doesn't have a bus route the place is Atwood Acres
NO ZIP	Do not use public transportation
NO ZIP	I don't ride the bus, therefore, I'm unable to answer all the questions
NO ZIP	Include Kernersville on the bus route
NO ZIP	Question 7: I work in Davidson County at the End of Ebert Rd. if the bus system had a route to the end of Ebert Rd. I and a few of my co-workers would use the transportation system.
NO ZIP	Also it would be nice to have a bus to run on Saturday to High-Point and Greensboro to do some shopping
NO ZIP	7) Route 29 night service is too long the bus is always late. I have been unfairly affected by a change in the system and it caused loss of access.
NO ZIP	I should not have to walk 1/2 mile to catch the "city" bus.
NO ZIP	Please add more weekend busses/Trans-aid. Trans-Aid helped me when I went back and forth for Chemo.
NO ZIP	A lot of people work on Sunday's and the bus doesn't run.
NO ZIP	Need a bus to run on Sundays
NO ZIP	Winston-Salem needs Sunday service.
NO ZIP	They do need to have runs on Sunday for elderly and handicapped.
NO ZIP	always needs transportation on Sundays.
NO ZIP	When I did ride the buses they only came around every hour
NO ZIP	Buses don't run often and the timing is poor;
NO ZIP	You should have never took away the 145pm route on bus 21. this has created many problems with people who need to get to Maplewood family practice. I had to get an approval from trans-aid, which took alot of effort.
NO ZIP	there is no transportation for older people with no drivers license to get to the store, doctor, church, dentist or hospital. People who can't walk cannot get to the bus stops. Trans-aid is only for very low income and is poor service.

## Transportation Services Survey 2006

### Transit Comments

Zipcode	Comment
NO ZIP	Stop wasting money on Downtown Trolley for the elite or scale down operation of trolley and use it on the communities which so desperately need a source of transportation. Connections are to lengthy.

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Winston-Salem, Forsyth County Urban Area Transportation Services Survey

Encuesta sobre los Servicios de Transporte  
en la zonas urbanas de Winston-Salem y el Condado de Forsyth

July 17, 2006

Dear Citizen,

The Winston-Salem Department of Transportation is currently in the process of evaluating the transportation needs for the citizens of the City of Winston-Salem and the surrounding areas. As a way to help with the process, we are conducting a survey and need your assistance by completing this survey.

The purpose of this survey is to give citizens an opportunity to share their thoughts about our transportation services and to encourage more citizen participation in the transportation planning and development process. How do you travel everyday? What do you like and dislike? What needs to be improved? What can we do to help you travel better? The data from this survey will help our staff make improvements to the transportation system's facilities, programs, and services. Our goal is to provide a safe and efficient transportation system to meet your daily travel needs.

Your household was randomly selected to receive the survey. Please take a few moments to answer the following 19 questions related to transportation services. Return the survey to the address provided on the last page. No return postage is necessary. We ask that you return the survey no later than August 31, 2006. Your answers will be kept in the strictest confidence and will only be used to produce statistical data for evaluation of our transportation system.

If you have any questions, need more information about this survey or if you need assistance filling out the survey, please call 336-727-2707 or visit our website <http://www.cityofws.org> and search for transportation. Thank you for your time and participation in this important survey!

Querido Vecino,

El Departamento de Transporte de la Ciudad de Winston-Salem está actualmente llevando adelante una evaluación de las necesidades de transporte de los residentes de esta ciudad y zonas vecinas. Como parte de dicho proceso de evaluación, estamos realizando una encuesta y solicitamos que nos ayude completando la encuesta que adjuntamos aquí.

El propósito de esta encuesta es darle la oportunidad a todas las personas que habitan en Winston-Salem a que compartan sus ideas y opiniones relacionadas a los servicios de transporte de la zona y fomentar así la participación de los habitantes en el proceso de planificación y desarrollo de los servicios de transporte. ¿Cómo se traslada usted cada día? ¿Qué opina usted que está bien y que cosas piensa que están mal acerca de nuestros servicios de transporte? ¿Qué cosas piensa usted que podrían mejorarse? ¿Qué podríamos hacer para facilitar su movilidad y traslado de un lugar a otro? La información que se obtenga mediante esta encuesta nos ayudará a realizar mejoras a los sistemas y servicios de transporte. Nuestra meta es brindar servicios de transporte que cumplan con sus necesidades cotidianas de transporte con eficiencia y seguridad.

Para recibir el formulario de encuesta en español o si tiene alguna pregunta llame al 336-682-9320 (hablamos español).

Sincerely/Atentamente,

Ms. Lakesha C. Dunbar  
Civil Engineer/Ingeniera Civil

Questions, comments, and request for additional information should be directed to:

Ms. Lakesha Dunbar  
Phone: 336-747-6877  
Fax: 336-748-3370  
Email: [lakeshad@cityofws.org](mailto:lakeshad@cityofws.org)

Para obtener más información o recibir el formulario de encuesta  
en español por favor llame al 336-682-9320. (hablamos español)

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PO BOX 2511  
WINSTON SALEM NC 27199-3829

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Cierre con  
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Survey Reference  
Number\_\_\_\_  
(Internal use only)

Winston-Salem, Forsyth County Urban Area  
Transportation Services Survey

1. Are you aware of the Winston-Salem Department of Transportation and that it serves the transportation needs of the city and surrounding areas?  
Yes\_\_\_\_ No\_\_\_\_

2a. Have you ever received notices about transportation projects that would affect your community?  
Yes\_\_\_\_ No\_\_\_\_

2b. If yes, in what form? (Check all that apply)  
Mail \_\_\_\_\_ Radio Stations \_\_\_\_\_  
Newspaper \_\_\_\_\_ E-mail \_\_\_\_\_  
T.V. ads \_\_\_\_\_ Other (please list):\_\_\_\_\_

3a. Have you ever attended any public meetings on transportation in the past?  
Yes\_\_\_\_ No\_\_\_\_

3b. If no, why not? (Check all that apply)  
Meeting location \_\_\_\_\_  
Meeting date or time \_\_\_\_\_  
Not Interested \_\_\_\_\_  
Lack of child care \_\_\_\_\_  
Opinion wouldn’t count \_\_\_\_\_  
Do not trust government \_\_\_\_\_  
Lack of transportation \_\_\_\_\_  
Not directly affected \_\_\_\_\_  
Not informed \_\_\_\_\_

4. Which of the following types of transportation do you use? (Check all that apply)  
Auto/ Truck \_\_\_\_\_ Bicycle \_\_\_\_\_  
Carpool/Vanpool \_\_\_\_\_ Walking \_\_\_\_\_  
Taxi \_\_\_\_\_ Bus \_\_\_\_\_  
Motorcycle \_\_\_\_\_ Other (please list) \_\_\_\_\_  
Trans-Aid \_\_\_\_\_

5. Do you feel there are enough transportation options?  
Yes\_\_\_\_ No\_\_\_\_ Not Applicable \_\_\_\_\_

6a. How would you rate daily traffic congestion in the Winston-Salem area? (Check one)  
Minor delays, rush hour only \_\_\_\_\_  
Major delays, rush hour only \_\_\_\_\_

6b. How often do you see delays? (Check one)  
Constant delays \_\_\_\_\_  
Few delays \_\_\_\_\_

7. Do you feel that the current bus routes and stop locations meet your needs?  
Yes\_\_\_\_ No\_\_\_\_

If no, please explain in the comments section provided at the end of this survey.

8. Overall, how would you rate the transportation system in Winston-Salem and the surrounding areas?  
Excellent\_\_\_\_ Very Good \_\_\_\_\_ Good \_\_\_\_\_  
Fair \_\_\_\_\_ Poor \_\_\_\_\_ Very Poor \_\_\_\_\_

If poor or very poor, please explain in the comments section provided at the end of this survey.

9a. Have any road projects permanently affected your travel patterns or property? (ex: road closure)  
Yes\_\_\_\_ No\_\_\_\_

9b. If yes, was the change: Good/Bad (Circle one)

9c. If bad, List the location(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9d. Do you feel the change was intentional or unfair?  
Yes\_\_\_\_ No\_\_\_\_

9e. If yes, how did it affect you? (Check all that apply)  
Loss of access \_\_\_\_\_ Decreased property value \_\_\_\_\_  
Increased traffic \_\_\_\_\_ Decrease in property \_\_\_\_\_  
Increased noise \_\_\_\_\_ Property buyout \_\_\_\_\_  
Decreased air quality\_\_\_\_ Decreased Appearance \_\_\_\_\_

10. Do you feel that the time it takes you to travel to each of the following locations is satisfactory? (mark Y or N)  
Baptist Hospital\_\_\_\_  
Downtown Health Center\_\_\_\_  
County Health Department\_\_\_\_  
Forsyth Medical Center\_\_\_\_  
Hanes Mall\_\_\_\_  
Major shopping centers\_\_\_\_

11. Do you feel your neighborhood is getting a fair share of tax dollars that are spent on transportation services? (ex: road projects, public bus improvements, beautification projects, etc)  
Yes\_\_\_\_ No\_\_\_\_

12. Do you feel your neighborhood has received its fair share of transportation projects?  
(ex: road widening, new signals, bus service, etc )  
Yes\_\_\_\_ No\_\_\_\_

13. Are you satisfied with the condition of transportation services & facilities in your neighborhood? (ex: maintenance of roads, buses, sidewalks, etc)  
Yes\_\_\_\_ No\_\_\_\_

Winston-Salem, Forsyth County Urban Area  
Transportation Services Survey

14. Please check in the appropriate box the importance of each of the following transportation improvements in the Winston-Salem area.

	Not Important	Somewhat Important	Important	Very Important	Don’t know
Widen existing major roads					
Build new major roads					
Add more turn lanes at intersections					
Provide bicycle lanes on more streets					
Improve bus system					
Install traffic signal					
Create public bus services between Greensboro, Winston-Salem, and High Point					
Improve facilities to move packages and freight					
Provide more options to travel to PTI Airport					
Build new sidewalks					
Reduce traffic and/or speed on my street					
Provide Sunday public bus services					
Improve traffic signal timing					
Provide more crosswalks					
Improve appearance of streets and highways					

The next set of questions is about you and your background.  
The information will be used for statistical purposes only and is optional.

15. What ethnic background best describes you?  
African American/Black \_\_\_\_\_  
American Indian/Alaskan Native \_\_\_\_\_  
Asian American \_\_\_\_\_  
Caucasian/White \_\_\_\_\_  
Hispanic/Latin \_\_\_\_\_  
Other (please list) \_\_\_\_\_

16. Which age category best applies to you? (Check one)  
16-25 \_\_\_\_\_ 41-60 \_\_\_\_\_  
26-40 \_\_\_\_\_ 60&up\_\_\_\_\_

17. What is your zip code? \_\_\_\_\_

Comments

Thank you for completing this survey. Your help is greatly appreciated!

18. What is your annual income?  
\$0-10,000 \_\_\_\_\_  
\$10,001-\$20,000 \_\_\_\_\_  
\$20,001-\$40,000 \_\_\_\_\_  
\$40,001-\$60-000 \_\_\_\_\_  
\$60,001-\$80,000 \_\_\_\_\_  
\$80,001 and above \_\_\_\_\_

19. What is your highest level of education?  
8th grade or below \_\_\_\_\_  
9th -12th grade \_\_\_\_\_  
High School Diploma/GED \_\_\_\_\_  
Associate Degree or above \_\_\_\_\_

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**Encuesta sobre los Servicios de Transporte  
en la zonas urbanas de Winston-Salem y el Condado de Forsyth**

17 de Julio, 2006

Querido Vecino,

El Departamento de Transporte de la Ciudad de Winston-Salem está actualmente llevando adelante una evaluación de las necesidades de transporte de los residentes de esta ciudad y zonas vecinas. Como parte de dicho proceso de evaluación, estamos realizando una encuesta y solicitamos que nos ayude completando la encuesta que adjuntamos aquí.

El propósito de esta encuesta es darle la oportunidad a todas las personas que habitan en Winston-Salem a que compartan sus ideas y opiniones relacionadas a los servicios de transporte de la zona y fomentar así la participación de los habitantes en el proceso de planificación y desarrollo de los servicios de transporte. ¿Cómo se traslada usted cada día? ¿Qué opina usted que está bien y que cosas piensa que están mal acerca de nuestros servicios de transporte? ¿Qué cosas piensa usted que podrían mejorarse? ¿Qué podríamos hacer para facilitar su movilidad y traslado de un lugar a otro? La información que se obtenga mediante esta encuesta nos ayudará a realizar mejoras a los sistemas y servicios de transporte. Nuestra meta es brindar servicios de transporte que cumplan con sus necesidades cotidianas de transporte con eficiencia y seguridad.

Su hogar ha sido seleccionado al azar para recibir esta encuesta. Por favor tómese unos pocos minutos para contestar las 16 preguntas de la encuesta, y luego de completarla, simplemente envíela de vuelta por correo a la dirección indicada en la última página. No necesita poner estampilla en el sobre. Solicitamos que la encuesta sea completada y enviada antes del 31 de agosto de 2006. Sus respuestas estarán protegidas ya que son estrictamente confidenciales y serán usadas únicamente para elaborar información estadística que nos permita evaluar nuestros sistemas de transporte.

Si tiene cualquier pregunta o quisiera más información o ayuda para completar esta encuesta, por favor no dude en llamar al 336-682-9320 o puede visitar nuestra página de Internet en <http://www.cityofws.org>. ¡Muchas gracias por su tiempo y su participación en esta importante encuesta!

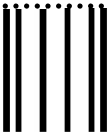
Atentamente,

Lakesha C. Dunbar  
Ingeniera Civil

**Para obtener más información  
por favor llame al 336-682-9320. (hablamos español)**



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Survey Reference  
Number \_\_\_\_\_  
(Internal use only)

Encuesta sobre los Servicios de Transporte en la zonas urbanas de Winston-Salem y el Condado de Forsyth

1. ¿Sabía usted que existe el Departamento de Transporte de Winston-Salem y que su función es atender las necesidades de transporte de la ciudad y zonas vecinas?  
Sí \_\_\_\_\_ No \_\_\_\_\_

2a. ¿Ha recibido alguna vez informes o cartas acerca de proyectos de transporte que afectarían a su vecindario? Sí \_\_\_\_\_ No \_\_\_\_\_

2b. Si respondió que sí, ¿de que manera?  
(Marque una o más si aplica)  
Correo \_\_\_\_\_ Radio \_\_\_\_\_  
Diario \_\_\_\_\_ E-mail \_\_\_\_\_  
Avisos de TV \_\_\_\_\_ Otros (indique cuales): \_\_\_\_\_

3a. ¿Ha asistido alguna vez a reuniones públicas sobre temas de transporte? Sí \_\_\_\_\_ No \_\_\_\_\_

3b. Si respondió que no, ¿porqué no?  
(Marque todas las que apliquen)  
Ubicación de la reunión \_\_\_\_\_  
Hora o fecha de la reunión \_\_\_\_\_  
No estaba interesado \_\_\_\_\_  
No tenía quién cuidara a mis niños \_\_\_\_\_  
Mi opinión no tendría valor \_\_\_\_\_  
No confío en el gobierno \_\_\_\_\_  
No tenía transporte \_\_\_\_\_  
No me afectaba directamente \_\_\_\_\_

4. ¿Cuáles métodos de transporte usa usted?  
(Puede marcar más de uno)  
Auto/ Troca \_\_\_\_\_ Bicicleta \_\_\_\_\_  
Autobús \_\_\_\_\_ Caminar \_\_\_\_\_  
Taxi \_\_\_\_\_ Trans-Aid \_\_\_\_\_  
Motocicleta \_\_\_\_\_  
Carro o Van compartido \_\_\_\_\_

5. ¿Piensa usted que existen suficientes opciones de transporte? Sí \_\_\_\_\_ No \_\_\_\_\_

6a. ¿Cómo calificaría usted al congestionamiento de tránsito diario en el área de Winston-Salem?  
(Marque sólo una)  
Poco atraso (en horario más transitado) \_\_\_\_\_  
Mucho atraso (en horario más transitado) \_\_\_\_\_

6b. ¿Con qué frecuencia enfrenta atrasos?  
(Marque sólo una)  
Atrasos constantes \_\_\_\_\_ Pocos atrasos \_\_\_\_\_

7. ¿Opina usted que las actuales rutas y paradas de autobús le ofrecen un servicio adecuado?  
Sí \_\_\_\_\_ No \_\_\_\_\_

Si respondió que no, por favor incluya una explicación en el espacio dedicado a ‘comentarios’ al final de la encuesta.

8. ¿En general, cómo calificaría usted al sistema de transporte en Winston-Salem y zonas vecinas?  
Excelente \_\_\_\_\_ Muy Bueno \_\_\_\_\_ Bueno \_\_\_\_\_  
Regular \_\_\_\_\_ Malo \_\_\_\_\_ Muy Malo \_\_\_\_\_

Si respondió *mal*o o *muy malo*, incluya una explicación en el espacio dedicado a ‘comentarios’ al final de la encuesta.

9a. ¿Le ha ocurrido que algún cambio de trazado de las calles haya afectado sus trayectos de viaje o su casa o propiedad de manera permanente?(ejemplo: cierre de calle) Sí \_\_\_\_\_ No \_\_\_\_\_

9b. Si contestó sí, ¿Cómo le resultó a usted el cambio?  
Bueno - Malo (marque uno con un círculo)

9c. Si respondió malo, escriba dónde fue hecho el cambio:  
\_\_\_\_\_  
\_\_\_\_\_

9d. ¿Piensa usted que el cambio ha sido injusto?  
Sí \_\_\_\_\_ No \_\_\_\_\_

9e. Si contestó que sí, ¿de que forma le afectó?  
(Marque todos los que apliquen)  
Pérdida de acceso \_\_\_\_\_ Redujo el valor de propiedad \_\_\_\_\_  
Más tránsito \_\_\_\_\_ Redujo tamaño de propiedad \_\_\_\_\_  
Aumento de ruido \_\_\_\_\_ Causó la venta de propiedad \_\_\_\_\_  
Peor calidad de aire \_\_\_\_\_ Apariencia desmejorada \_\_\_\_\_

10. ¿Considera que es adecuada la cantidad de tiempo que le toma llegar a cada uno de los siguientes lugares? (marque *Sí* o *No* )

Baptist Hospital \_\_\_\_\_  
Downtown Health Center \_\_\_\_\_  
Oficina de Salud Pública del Condado de Forsyth \_\_\_\_\_  
Forsyth Medical Center \_\_\_\_\_  
Hanes Mall \_\_\_\_\_  
Principales centro comerciales \_\_\_\_\_

11. ¿Piensa usted que el gobierno utiliza una cantidad adecuada de recursos para los servicios transporte en su vecindario? (ej: mejoras al servicio de bus, a los parques, etc)  
Sí \_\_\_\_\_ No \_\_\_\_\_

12. ¿ Piensa usted que el gobierno realiza una cantidad adecuada de proyectos de transporte en su vecindario? (ejemplo: ampliar calles, nuevos carteles, paradas de bus)  
Sí \_\_\_\_\_ No \_\_\_\_\_

Encuesta sobre los Servicios de Transporte en la zonas urbanas de Winston-Salem y el Condado de Forsyth

13. ¿Esta usted satisfecho(a) con la condición de las instalaciones y servicios de transporte en su vecindario? (ejemplo: mantenimiento de calles y aceras, autobuses, etc.) Sí \_\_\_\_\_ No \_\_\_\_\_

14. Por favor marque un casillero a la derecha para indicar el nivel de importancia que tiene para usted cada uno de los temas relacionados a mejoras en el transporte dentro de la zona de Winston-Salem que se detallan en la columna izquierda.

	No es importante	Un poco importante	Importante	Muy importante	No sé
Ensanchar calles y rutas principales					
Construir nuevas rutas principales					
Agregar carriles de giro en ciertas intersecciones					
Proveer carriles para bicicletas en más calles					
Mejorar el sistema de autobuses					
Instalación de semáforos					
Crear servicios de autobuses públicos que unan a Greensboro, Winston-Salem, y High Point					
Mejorar instalaciones para movimiento de cargas					
Proveer más opciones para ir al Aeropuerto PTI					
Construir aceras nuevas					
Reducción de tránsito y/o velocidad en mi calle					
Proveer servicios de autobús los días Domingo					
Mejorar la programación de los semáforos					
Proveer más zonas de cruce de calles					
Mejorar la apariencia de rutas y autopistas					

Las próximas tres preguntas son sobre sus antecedentes, pero la información será usada sólo para compilar datos estadísticos. Usted tiene la opción de no responderlas.

15. ¿Cuál es su antecedente étnico?  
Africano Americano/Negro \_\_\_\_\_  
Indio Nativo Americano \_\_\_\_\_  
Asiático \_\_\_\_\_  
Europeo/Blanco \_\_\_\_\_  
Hispano/Latino \_\_\_\_\_  
Otro (favor indicar cuál) \_\_\_\_\_

18. ¿Cuál es su nivel de ingresos anuales?  
Menos de \$10,000 \_\_\_\_\_  
\$10,000 a \$20,000 \_\_\_\_\_  
\$20,000 a \$40,000 \_\_\_\_\_  
\$40,000 a \$60,000 \_\_\_\_\_  
\$60,000 a \$80,000 \_\_\_\_\_  
\$80,000 o más \_\_\_\_\_

16. ¿Dentro de cuál grupo de edad está usted?  
(Marque sólo una)  
16 a 25 \_\_\_\_\_ 41 a 60 \_\_\_\_\_  
26 a 40 \_\_\_\_\_ 60 o más \_\_\_\_\_

19. ¿Cuál es su nivel de estudios escolares?  
Escuela Primaria \_\_\_\_\_  
Escuela Secundaria \_\_\_\_\_  
Estudios Universitarios \_\_\_\_\_

17. ¿Cuál es su código postal (*zip code*)? \_\_\_\_\_

Comentarios  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Gracias por completar esa encuesta. Apreciamos mucho su ayuda.

# APPENDIX D



## **WINSTON-SALEM TRANSIT AUTHORITY**

### **LIMITED ENGLISH PROFICIENCY PLAN (LEP PLAN)**

#### Section I. Legal Basis and Purpose

---

This document serves as the plan for the *Winston-Salem Transit Authority* to provide services to LEP individuals in compliance with Title VI of the Civil Rights Act of 1964; 28 C.F.R. § 42 et seq. The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who utilize *Winston-Salem Transit Authority* services.

This LEP Plan was developed to ensure equal access to transit related services for persons with limited English proficiency. *Winston-Salem Transit Authority* is an Equal Opportunity Employer that encourages the employment, participation and input of all races, color, and national origin. *WSTA* examined the following areas as an effective means of implementing its Language Assistance Plan:

- ◆ Needs Assessment
- ◆ Language Assistance Measures
- ◆ Staff training
- ◆ Notification to LEP person
- ◆ Monitoring/Updating of Plan

## Section II. Needs Assessment

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*WSTA* used 2000 Census Data information and Traffic Analysis Zones (TAZ) to identify the Limited English Proficiency (LEP) population in Winston-Salem. According to the Census report, the total Hispanic population in Winston-Salem is 20,249 which is \_\_\_\_% of the total area population. In addition, *WSTA* utilized information from surveys conducted from July – September 2006 by the City of Winston-Salem Department of Transportation (WSDOT). Programs and activities were identified where language assistance was most likely needed. On-site surveys were conducted at the Transportation Center, Hispanic Festival, Casa Guadeloupe, Hispanic Counseling & Family Services and Winston Salem Lake Apartments. (See Attachment- D)

## Section III. Language Assistance Measure

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### *Oral Language Interpretation*

In hopes of developing and implementing a comprehensive language assistance program *WSTA* makes every effort to adhere to the following steps:

- ◆ Hiring Bilingual staff for administration and or other areas
- ◆ Providing interpretation and interactive services for transit related information/updates with regards to route and schedule information such as the (IVR) Interactive Voice Response System and Voice Box Enunciator System (talking bus).
- ◆ Provides translators for all public hearings & meetings and “try transit” trainings designed for new passengers.  
(upon request)
- ◆ *WSTA* Dial-out system for Para transit services that works in conjunction with the scheduling/dispatching software to call clients prior to their pick-ups. This dial-out system has the options for messages in Spanish translations
- ◆ Bilingual call center

## Section IV. Language Assistance Measures

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### *Written Language Interpretation*

- ◆ Provides brochures and schedules in non-English and large print (upon request)
- ◆ Printed materials such as: fare structure, public notices and passenger rule information provided Spanish
- ◆ Pocket translators provided to the call center, administrative and transit operators
- ◆ *WSTA* plans to distributed “Understanding LEP” pamphlets during driver orientations as an informative effort to bring awareness to LEP issues.

## Section V. Staff Training

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- ◆ Incentive Program provided to encourage employees to enroll in foreign language continuing education courses. Interested *WSTA* employees can enroll free of charge at Forsyth Technical Community College
- ◆ Plans to implement an informative DVD on Limited (LEP) issues and sensitivity training for new driver orientations and required refresher training for *WSTA* staff
- ◆ *WSTA* plans to introduce the use of “pocket translators” which will be provided to the call center/customer service employees, administrative staff and transit operators. These translators will provide elementary translations for commonly used words/phrases from English to Spanish. (*See enclosed*)
- ◆ *WSTA* is in the process of interviewing vendors to translate the Winston-Salem Transit Authority website

## Section VI. Notification of LEP Persons

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- ◆ “I speak” cards are positioned at the Transportation Center and Administrative buildings to identify the language needs of incoming clients. *(See Attachment- A)*
- ◆ Posting of “ Interpreters available upon request” please see an Information Specialist” signs are placed in both the Administrative and Transportation Centers notifying them of free assistance. *(See Attachment-B)*  
*WSTA* is in the process of arranging for translation services for key documents/forms with regards to route/schedule information and ADA information
- ◆ Title VI /LEP notifications are positioned at all *Winston-Salem Transit Authority* locations as well as the *WSTA* website

## Section VII. Monitoring and Updating of LEP Plan

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- ◆ For monitoring and update purposes *WSTA* had chosen ***August*** of each year to review the effectiveness of the LEP Plan. The evaluation will include identification of problem areas and development of required corrective action and strategies. Elements of the evaluation will include:
  - Assessment of current language needs to determine if additional services or translated materials should be provided
  - Assessing whether staff members adequately understand LEP policies and procedures and how to carry them out
  - Gathering feedback from LEP communities in the service area of Winston-Salem
  - *WSTA* in conjunction with the *City of Winston-Salem Department of Transportation* will review the LEP Plan effectiveness via public surveys periodically and evaluations forms on a continuous basis at public meetings.

## WINSTON-SALEM TRANSIT AUTHORITY LEP CONTACT PERSON

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Tomeka Cockerham  
Operations Analyst  
Winston-Salem Transit Authority  
1060 N. Trade Street Winston-Salem, NC 27101  
tcockerham@wstransit.com

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## ATTACHMENTS

- Attachment A- “ I speak” cards
- Attachment B- “Interpreters upon request” notice
- Attachment C- City of Winston-Salem Department Of  
Transportation Services Survey
- Attachment D- Title VI Notice to Public
- Attachment E- Complaints of Discriminatory  
Treatment Process

## ENCLOSED

Basic Spanish for Transit Employees Pocket Booklet



## **Title VI Notice to Public**

Winston Salem Transit Authority hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Winston Salem Transit Authority System programs has a right to file a formal complaint with Winston Salem Transit Authority. Any such complaint must be in writing and submitted to the Winston Salem Transit Authority Title VI Compliance Officer within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

Title VI Compliance Officer  
Winston Salem Transit Authority  
1060 N. Trade Street  
Winston-Salem NC, 27101  
(336) 727-2648

## **If You Need an Interpreter**

We provide free interpreter services to help you conduct your transit business. These interpreter services are available whether you talk to us by phone or in the transit office. Call us at (336) 727-2648 and state the language you speak. The customer service representative will put you on hold and an interpreter will be contacted to help with your call. If your business cannot be completed by phone, we will make an appointment for you at the transit office and arrange for an interpreter via telephone or in person at the time of your visit.





## ***Complaints of Discriminatory Treatment***

### **A. Complaints**

1. The transit system will provide assistance to LEP individuals who do not speak or write in English if they indicate that they would like to file a complaint. A complaint will be filed in writing, contain the name and address of the person filing it or his/her designee and briefly describe the alleged violation of this policy.
2. The transit system will maintain records of any complaints filed, the date of filing, actions taken and resolution.
3. The transit system will notify the appropriate agency(ies) of complaints filed, the date of filing, actions taken and resolution.

### **B. Investigation**

1. The Title VI compliance officer will conduct an investigation of the allegations of the complaint. The investigation will afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
2. The investigation will not exceed 30 days, absent a 15-day extension for extenuating circumstances.

### **C. Resolution of Matters**

1. If the investigation indicates, a failure to comply with the Act, the Title VI compliance officer or his/her designee will inform the violator and the matter will be resolved by one of the following means within 45 days.
  - a. Employee

- i. Retraining on the LEP Policy.
  - ii. If necessary, appropriate disciplinary action will be taken per the Winston-Salem Transit Authority Personnel Resolution.
- b. Volunteer, Contractor or Sub recipient
  - i. Volunteer interpreter
    - 1. Written notice notifying volunteer of violation
    - 2. Retraining on the LEP Policy
    - 3. Future violations could result in discontinued use of volunteer
  - ii. Contractor
    - 1. Written notice notifying contractor of non-compliance
    - 2. Retraining on the LEP Policy
    - 3. Future violations could result in termination of contract
  - iii. Sub recipient
    - 1. Written notice notifying sub recipient of non-compliance
    - 2. Retraining on the LEP Policy
    - 3. Future violations could result in termination of federal funds
- 2. If the matter cannot be resolved by informal means, then the individual will be informed of his or her right to appeal further to the Winston-Salem Transit Authority Board of Directors.

This notice will be provided in the primary language of the LEP individual.

- 3. If not resolved by the Winston-Salem Transit Authority Board, then the complaint will be forwarded to:
  - Federal Transit Administration Office of Civil Rights
  - Attention: Title VI Program Coordinator
  - 400 7th Street SW Room 9100
  - Washington, DC 20590

# APPENDIX E

## **List of Public Agency Contacts**

The following is a list, to include but not limited to, of resource agencies that may be contacted or included at various stages in the Title VI/EJ planning processes.

### **Agency**

NAACP

Winston-Salem Urban League

Que Pasa

Casa de Guadeloupe

The Adaptables Organization

Winston-Salem Transit Authority

Hispanic Counseling and Family Services

American Red Cross

Employment Security Commission

Salvation Army

# APPENDIX F

## REFERENCES

- 1) Assistance for Reviewing the Application of Title VI and Environmental Justice in the Transportation Planning Process, FHWA, May 2000
- 2) An Environmental Justice Assessment of the Transportation System: How the Boston Metropolitan Planning Organization Examines Equity in the Planning Process, Scott A. Peterson, TRB 2008 Annual Meeting
- 3) In-Use Definitions of Environmental Justice Terminology In Long-Range Transportation Plans, Paul R. Lederer, November 2004
- 4) The Capital Area MPO 2030 LRTP: Appendix B Environmental Justice, June 2005