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City of Winston-Salem Department of Transportation

P.O. Box 2511 • Winston-Salem, NC 27102 • Tel 336.727.2707 • Fax 336.748.3370 • www.cityofws.org

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

**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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WINSTON SALEM NC 27199-3829



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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 _____

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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) _____

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 _____

16. Which age category best applies to you?

(Check one)
16-25 _____ 41-60 _____
26-40 _____ 60&up _____

19. What is your highest level of education?

8th grade or below _____
9th -12th grade _____
High School Diploma/GED _____
Associate Degree or above _____

17. What is your zip code? _____

Comments

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