
2. PUBLIC INVOLVEMENT

Development of the *Regional Transit Feasibility Study* could not have taken place without the input received from the major stakeholders and the general public. At the outset of the study process, interviews were held with the stakeholders. The following section summarizes the findings.

STAKEHOLDER INTERVIEWS

Stakeholder interviews were held during February 2001 to obtain feedback regarding the importance of public transportation in Pitt County, and the relationship among the four current providers. Interviews were held in person and were attended by a member of the WSA Consulting Team and one or more representatives from the Steering Committee.

The WSA Consulting Team member used a discussion guide to direct the discussions, rather than using a questionnaire. This format allowed for more freedom of discussion than if only certain questions were asked. **Exhibit 2-1** shows the discussion guide.

The major findings are given by group.

Pitt County Hospital

- Most concerned with medical transportation and are looking beyond the Pitt County boundaries
- Employee transportation to the campus is less of a concern
- View their existing service as an employee amenity and an addition to the security patrol
- Open to the idea of coordinating or combining services if it does not diminish the quality of service provided
- Want to maintain the separate identity for the service
- Service quality very important – service every seven to 10 minutes, drivers wait for riders to reach their cars, provide additional security patrol
- Happy with existing coordination with GREAT, especially GREAT's coming on to the campus rather than dropping off on the street
- Do not provide pass sales or subsidy on campus

Community Leaders

- Transportation is a larger problem for this group
- Eastern Carolina Vocational Center (ECVC) is the second largest user of the PATS service
- ECVC is willing to share PATS resources but only if it does not interfere with their existing service
- PCC feels the GREAT service is a benefit to students; wants more service but has not provided additional funding

Exhibit 2-1**LEADER INTERVIEWS
DISCUSSION GUIDE
2/14/01****I. Talking Points**

- The Greenville/Pitt County region is examining the public transit needs in the area.
- Participating in the study are the City of Greenville, Pitt County, East Carolina University, and Pitt County Memorial Hospital
- The study will focus on potential areas for service coordination among the existing providers and areas for potential service expansion

II. Questions

1. What do you believe are the major transportation issues in the region?
2. In light of all of the issues facing the region, how important is transportation in general? How important is public transit?
3. Do you feel that people are knowledgeable about the public transit services that are currently available? Should more be done to promote the existing services?
4. Is there a need to coordinate the public transit services? For example, should ECU students be able to transfer free to the city or county transit services? Have your constituents ever discussed this need with you?
5. Would you be willing to invest additional money in your transit system, or is the level of funding about right? Would you be willing to invest more money if it meant receiving additional Federal dollars for the region?
6. Should some or all aspects of the transit services be consolidated? For example, should one agency be in charge of planning, operations, or maintenance activities?
7. How should we publicize the study as it progresses? (newsletters, web page, hotline, newspaper articles)
8. Do you have any names of people that should be on our mailing list?
9. Do you have any other comments you believe would be helpful to the consulting team as they conduct the study?

Community Leaders, continued

- PCC does not provide pass sales or subsidy
- Development Commission feels the major transportation problems are in the towns and rural areas, not within Greenville
- Does not believe businesses will be supportive of paying for additional service – feel this is what taxes are for
- A coordinated system, especially between Greenville and the county would be an economic benefit

City of Greenville

- Feels that public transit is a public service – not expected to be a money maker, but losses should be controlled
- Principal role for transit is to serve those without other transportation
- Want to have high level of coordination with ECU and the other providers; possibly service, maintenance, marketing, or other aspects
- Don't feel that they should operate beyond the city limits unless someone else pays the local share of the costs – current arrangement with Pitt Community College and Mental Health Services and Public Health Services

Smaller Towns

- Lack of transit not their major issue, but is important – Ayden has a larger need than does Winterville
- Major travel needs are for the general public to come into Greenville
- Feel a single route at shift times would be a benefit
- Depending upon costs, may be willing to share the local expense
- Coordinated system is essential to making it a success

Pitt County

- Divergence of opinion on Board regarding desirability of expanding transit
- County pays 10% of capital costs and \$1,500 annually for extension of GREAT route
- Strong concerns about the potential productivity for fixed route service outside of Greenville
- Strong concerns about the need to extend service in the county, primarily for medical, work, and personal trips
- May consider subsidizing a demonstration route in county to determine demand; potential route south along NC 11
- Unconcerned about whether demonstration should be PATS or GREAT service
- Shouldn't do anything to harm social service agency service

East Carolina University

- ECU began service out of necessity, before GREAT existed
- Two main purposes: parking lots to campus, and residents to campus
- Two supplemental purposes: internal circulation and late night security shuttle
- Proud of history and student ownership
- Perception is that it satisfies different clientele and needs from GREAT system

East Carolina University, continued

- Limited support for GREAT discount passes
- Parking & Traffic pays for three parking lot shuttles separate from student fees
- ECU Transit serves students primarily; limited faculty or staff usage
- Concerns about mixing students along MLK street with other riders – limits potential for combination route between the Brody School of Medicine and main campus
- Schedule coordination could be attractive if students do not pay a fare
- Apartment buses in 1st and 5th area fill up; no opportunity to add city riders
- Pirate's Cove Apartments subsidizes ECU bus route
- Potential combination route is to Target if serves businesses that students want
- Any combination must result in same or better service to students

EAST CAROLINA UNIVERSITY STUDENT SURVEY

This section summarizes the information generated from the East Carolina University (ECU) on-campus survey completed in November 2000 and off-campus survey completed in April 2001. A more detailed report can be found in the Appendix.

The survey was designed and compiled by CB&A Research and distributed by ECU officials. A total of 267 on-campus responses and 388 off-campus responses were received. The on-campus responses were slightly under the target of 350 responses, resulting in an error range of +/- 5.9% at the 95% confidence level. The off-campus responses were above the targeted level of 375 responses, resulting in an error range of +/-4.9%.

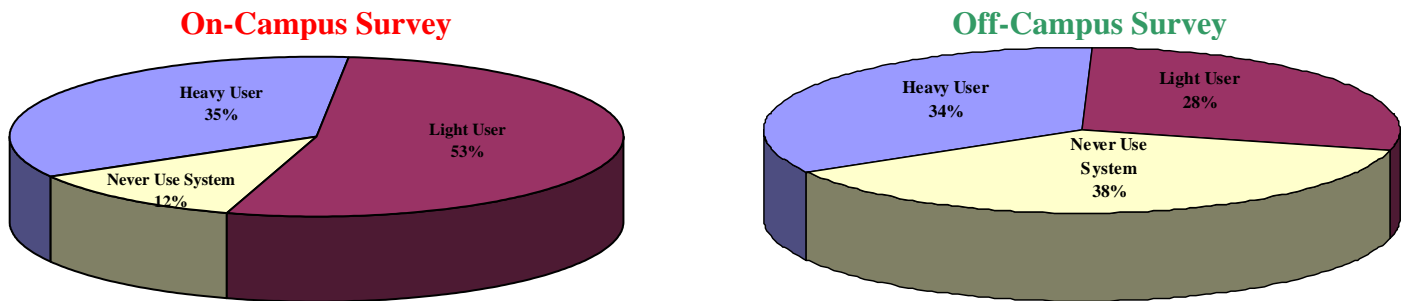
Attitudes Toward ECU Transit Service

Users of the ECU Transit system were classified based upon their frequency of ridership. The classification of users is:

- *Heavy User* – two or more days a week
- *Light User* – less than two days per week to less than monthly
- *Never Use System* – have never used the transit system

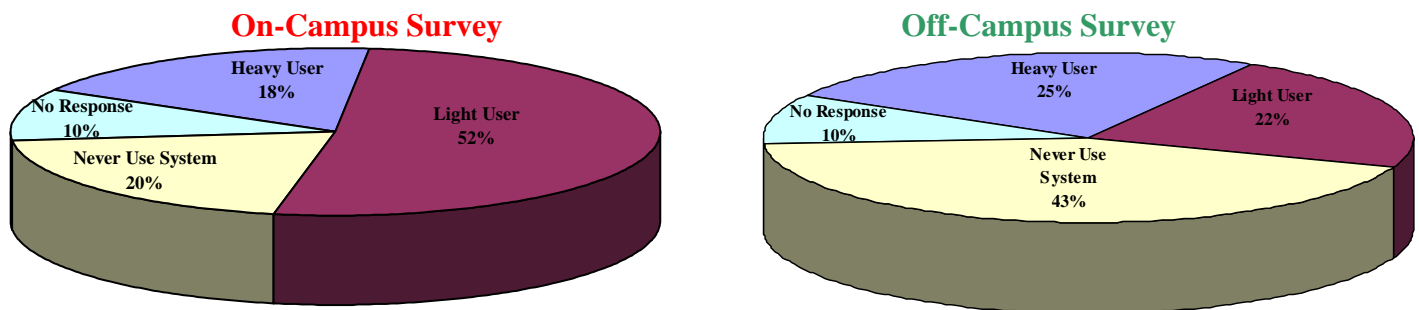
The total usage of the ECU transit system, which combines the Main Campus and Off-Campus user responses, is respectable with 35% of the on-campus and 34% of the off-campus survey respondents identifying multiple use of the system on a weekly basis. An additional 53% and 28% of the on-campus and off-campus survey respondents respectively use the service on a monthly to semi-monthly basis, as shown in **Exhibit 2-2**. Therefore, total usage of the system ranges from 88% for on-campus respondents to 62% for off-campus respondents.

Exhibit 2-2
Total Usage for Main Campus and Off-Campus Destinations



Usage of the service from the Main Campus to off-campus locations is 70% for on-campus residents and 47% for off-campus residents. As shown in Exhibit 2-3, a substantial percentage (43%) of off-campus residents do not use ECU Transit for these trips. The majority of these students, 96%, have access to personal autos.

Exhibit 2-3
Total Usage for Main Campus to Off-Campus Destinations Only



Respondents were asked why they used the ECU Transit system. Two questions were asked – the most important reason and the secondary reasons. The major categories given for the primary and secondary reasons for using the transit system are shown in **Exhibit 2-4**. For both the on-campus and off-campus groups, one of the major reasons for taking ECU Transit is that “the bus is convenient.” On-campus students also used the bus because they did not have a car, or their car was parked too far away. Off-campus students were more likely to respond that there was “no convenient parking at destination” or “parking is too expensive.”

Exhibit 2-4
Total Important Reasons for Using the Transit System

Total Reasons	On-Campus Survey		Off-Campus Survey	
	Heavy User	Light User	Heavy User	Light User
Don't have a car	50%	48%	17%	12%
My car is parked too far away	48%	40%	15%	20%
Bus is convenient	45%	42%	58%	51%
No convenient parking at destination	27%	17%	61%	47%
Bus is more economical	18%	12%	15%	11%
Parking too Expensive	14%	14%	38%	41%
Other	40%	36%	70%	78%
No Response	26%	41%	6%	8%

**Note: The total percentage exceeds 100% because multiple answers were given.*

When asked, “Why have you never used ECU transit?” the responses show the strong dependency on personal autos. As shown in Exhibit 2-5, there are few things that are forcing the university population out of their autos, like limited parking, expensive parking permits, or long commute times.

Exhibit 2-5
Reasons Respondents Have Never Used ECU Transit

Reason	On-Campus Survey	Off-Campus Survey
	Percentage	Percentage
Have Own Transportation/No Need To	81%	41%
Live Near Campus	9%	18%
Unsure of Bus Schedule	9%	1%
Bad Drivers	3%	-
Inconvenient Having to Wait	3%	2%
No Response	-	43%

**Note: The total percentage exceeds 100% because multiple answers were given.*

Students were asked about their overall satisfaction level with ECU Transit. The majority of students were “Satisfied” or “Very Satisfied” with the service. In most cases, the satisfaction level was between two-thirds and three-fourths, with the remainder being “Unsatisfied.” Off-campus students tended to give more “Very Satisfied” responses than did the on-campus students. **Exhibit 2-6** provides the response breakdown between the two groups.

Exhibit 2-6
ECU Transit Bus System Satisfaction Rating

Satisfaction Rating	On-Campus Survey			Off-Campus Survey		
	Heavy User	Light User	Never Use System	Heavy User	Light User	Never Use System
Very Satisfied	13%	12%	28%	33%	25%	18%
Somewhat Satisfied	60%	62%	34%	55%	57%	57%
Somewhat Dissatisfied	18%	16%	25%	7%	13%	9%
Very Dissatisfied	9%	7%	9%	5%	3%	7%
No Response	0%	3%	4%	0%	2%	9%

Students were asked two questions designed to determine what students feel are the most important transit service characteristics, and to assess the performance of the current service based on the same service characteristics. The ratings used were:

- Importance Rating ➤ 1 “Not Important At All” – 5 “Very Important”
- Performance Rating ➤ 1 “Disagree Completely” – 5 “Agree Completely”

This technique allows for the comparison of the most important service characteristics with the perceived performance. The perception of high performance is most critical for those characteristics that the riders view as important, and less critical for the less important characteristics.

The most important aspect respondents identified for transit service is on-time/reliable service. As displayed graphically in **Exhibit 2-7** and numerically in **Exhibit 2-8**, this is also the characteristic on which the ECU bus system is perceived to perform most poorly. On-campus students generally gave lower marks than off-campus students. For on-time departures, the performance ranking was 34 percent below the importance ranking for on-campus students and 19 percent below for off-campus students. Both groups also felt improvement was needed in arriving at the destination on time, the frequency of service, and the hours of service.

Even with the lower performance ratings it is important to realize that overall, the performance was viewed positively with more students saying the performance was better than an average score. Specifically, 62% of the respondents, who were concerned with the reliability and prompt service provided, were satisfied with the overall bus system. Students were just desirous of a higher performance level.

Exhibit 2-7 Importance Rating vs. Performance Rating

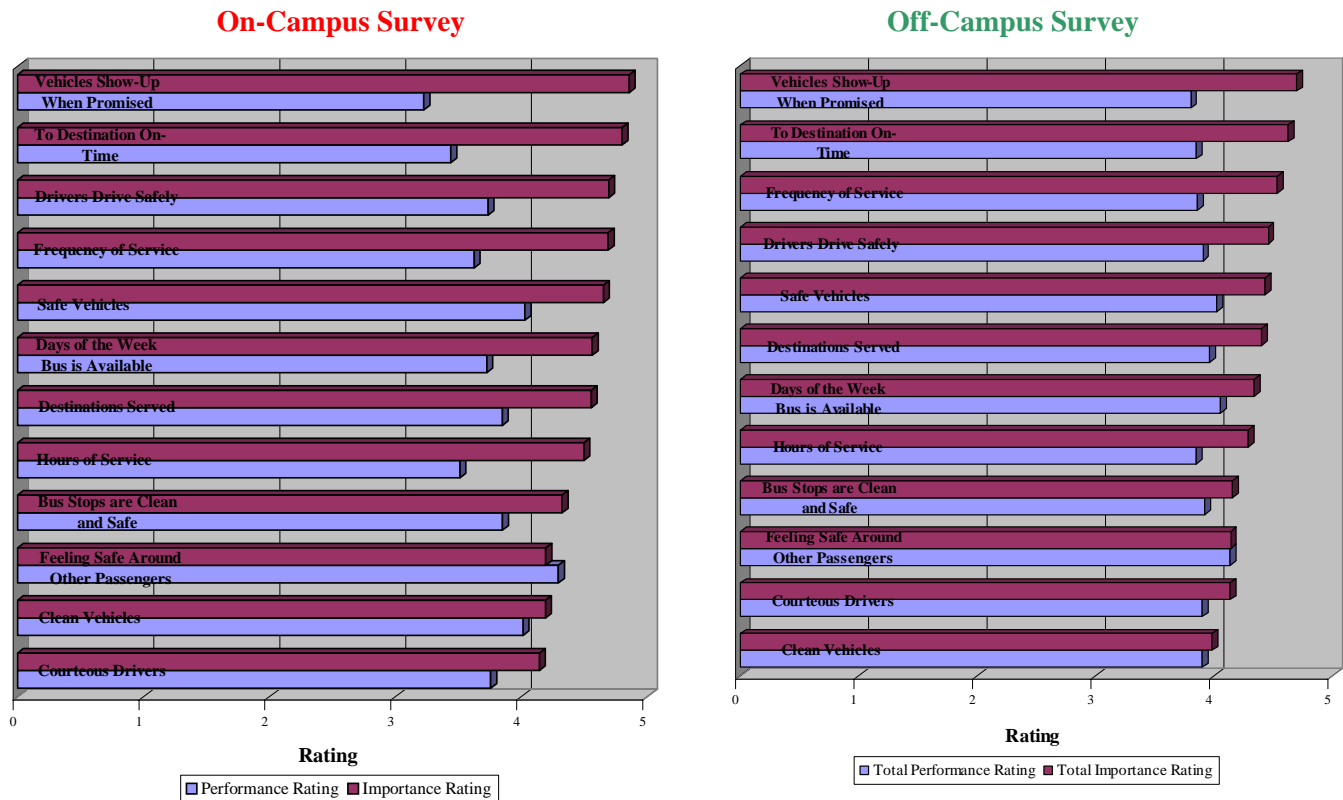


Exhibit 2-8 Difference Between Importance and Performance

	On campus			Off campus		
	Imp.	Perf.	Diff.	Imp.	Perf.	Diff.
Vehicles show up when promised	4.86	3.23	-34%	4.70	3.81	-19%
Frequency of service	4.69	3.63	-23%	4.53	3.87	-15%
Gets me to my destination on time	4.8	3.44	-28%	4.63	3.85	-17%
Hours of service	4.5	3.51	-22%	4.29	3.86	-10%
Days of the week bus is available	4.56	3.73	-18%	4.34	4.06	-6%
Destinations served	4.56	3.85	-16%	4.41	3.97	-10%
Feeling safe around the other passengers	4.2	4.3	2%	4.14	4.14	0%
Clean vehicles	4.19	4.02	-4%	3.99	3.91	-2%
Safe vehicles	4.65	4.03	-13%	4.43	4.03	-9%
Courteous drivers	4.15	3.76	-9%	4.14	3.9	-6%
Drivers drive safely	4.7	3.74	-20%	4.46	3.91	-12%
Bus stops are clean and safe	4.32	3.85	-11%	4.16	3.93	-6%

Along with the importance and performance ratings, students were asked for suggestions on how to increase the usage of ECU Transit service. Their suggestions, shown in **Exhibit 2-9** match their comments on the most important characteristics. The top suggestions are for more routes and greater schedule reliability.

Exhibit 2-9
Suggestions for Increasing the Usage of ECU Transit

Suggestion	On-Campus Survey			Off-Campus Survey		
	Heavy User	Light User	Never Use System	Heavy User	Light User	Never Use System
Increased service/routes	44%	47%	34%	26%	32%	17%
Schedule/reliability	30%	26%	16%	18%	19%	9%
Other	4%	13%	25%	5%	9%	34%
Amenities/Customer service	9%	10%	13%	6%	5%	7%
Miscellaneous	6%	7%	9%	13%	11%	11%
No Response	18%	11%	16%	39%	30%	30%

**Note: The total percentage exceeds 100% because multiple answers were given.*

Familiarity With and Attitudes Toward GREAT Transit

Besides questions on the ECU Transit service, the students were asked questions about the GREAT system, to gauge their general familiarity with and attitudes toward the city service.

Students were initially asked if they had ever heard of the GREAT system. The specific wording used was, “The local Greenville area bus system is called GREAT (GREenville Area Transit). Before now, had you ever heard of the Greenville GREAT bus system?” This method of questioning should result in a higher familiarity level than if the question did not supply the name of the city system. Survey respondents typically have a higher recollection if prompted.

Exhibit 2-10 shows that even when prompted, students have little familiarity with the city bus service. Overall, only 29 percent of the students had heard of GREAT. On-campus students were less familiar than off-campus students, but this result is not surprising. On-campus students do not go into the city as often as off-campus students, who live there, and more freshmen live on campus. As freshmen, they are less familiar with Greenville unless they are from the city, and have not had as much time to become familiar with the services offered by the City.

Exhibit 2-10
Have You Ever Heard of Greenville Area Transit

Answer	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Yes	20%	21%	6%	38%	33%	36%
No	80%	79%	94%	62%	67%	64%

When asked if they had ever used the GREAT system, only 7 percent of the respondents have ever used the system. One interesting observation is that the more a student uses the ECU Transit system, the more they are likely to have used the GREAT system as well.

Exhibit 2-11
Ever Used Greenville Area Transit

Answer	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Yes	9%	4%	3%	11%	6%	4%
No	91%	96%	97%	89%	94%	96%

Exhibit 2-12 lists the reasons why students did not use GREAT. The primary reasons for not using this system were because they have never heard of the system and those that had heard of GREAT stated they had no need for the service (20%); prefer their own car (19%); and they are not familiar with the bus schedule (6%).

Exhibit 2-12
Reason for Never Using GREAT

Reason	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Never heard of it	53%	42%	36%	13%	20%	12%
No need/not necessary	17%	19%	32%	20%	20%	18%
Have own car/prefer own car around town	5%	13%	29%	20%	19%	33%
Not familiar with schedule or routes	13%	10%	7%	3%	3%	1%
Use ECU transit	2%	9%	0%	2%	1%	0%
No Response	17%	17%	7%	42%	41%	37%

**Note: The total percentage exceeds 100% because multiple answers were given.*

As an attitudinal assessment of GREAT, the students were asked a question to determine if they would consider riding GREAT under the right circumstances. The phrasing of the question was, “If you could use the existing Greenville GREAT bus system without buying a ticket by showing your student ID, and if it went to the place you wanted to go at the time you wanted to ride, how likely would you be to use the Greenville GREAT bus system?”

This idealized service question was deliberately chosen to test the attitudes of students toward the image of GREAT. If the image was poor, the students would not answer yes under any circumstances. As **Exhibit 2-13** shows, a majority of the students (57 percent overall) indicated they would be very likely or somewhat likely to use GREAT. These results imply that the challenge facing GREAT in getting more student riders is a service related challenge and not an image related challenge.

Exhibit 2-13
Likelihood of Using GREAT If Only Student ID Required

Rating	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Very Likely	46%	38%	16%	22%	16%	13%
Somewhat Likely	38%	39%	31%	28%	28%	25%
Somewhat Unlikely	7%	16%	19%	21%	19%	15%
Very Unlikely	9%	6%	34%	27%	34%	46%
No Response	0%	1%	0%	2%	3%	1%

When asked their reason for their answer, students provided additional insights into their choice. The primary reason for using GREAT would be because it was viewed as convenient and cheaper as the other choices. Reasons not to choose GREAT primarily centered on the desire to use their own car. **Exhibit 2-14** provides the breakdown of the responses by on-campus and off-campus groups.

Exhibit 2-14
Reason for Using or Not Using GREAT

Categorized Reasons	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Positive						
Convenient	23%	21%	9%	9%	7%	6%
If it went where I wanted it to go	18%	14%	3%	2%	1%	1%
Cheaper	12%	15%	3%	6%	7%	6%
Negative						
Prefer to use own car	9%	17%	34%	26%	26%	32%
Don't feel safe on city bus	0%	2%	13%	1%	3%	2%
No need to use bus	2%	3%	3%	6%	8%	8%
Neutral						
It's practical	1%	1%	0%	1%	0%	0%
Depends on the schedule and stops	2%	1%	0%	1%	3%	1%
Would consider it for no particular reason	0%	1%	3%	3%	1%	3%
No Response	25%	20%	13%	37%	34%	33%

As a final test of awareness of the GREAT system, students were questioned about their knowledge of the availability of half-price passes at the Student Center. The results indicate there is little awareness of the services ECU provides in conjunction with GREAT. A total of 98% of the survey population were unaware of the half-price ticketing available through ECU student center. Only one on-campus student and nine off-campus students knew the discounted passes were available.

Exhibit 2-15
Aware of Half-Price Passes for GREAT through ECU Student Center

Answer	On-Campus Survey			Off-Campus Survey		
	Heavy ECU User	Light ECU User	Never Use ECU System	Heavy ECU User	Light ECU User	Never Use ECU System
Yes	0%	1%	0%	3%	4%	1%
No	100%	99%	100%	97%	96%	99%

The conclusion that can be drawn from the survey of students is that under the right circumstances the students will consider riding the GREAT system. At the present time, knowledge of the GREAT service is very limited and additional marketing is required.

NOVEMBER 2001 PUBLIC FORUMS

Two public forums were held on November 7, 2001; the first was at ECU Mendenhall Student Center from 11:00 AM to 2:00 PM, and the second was at the Willis Building in downtown Greenville from 5:00 PM to 8:00 PM. Approximately 50-60 members of the public attended. Meeting notices were distributed on-board each transit system's vehicles, and messages were distributed to members of the PCMH and ECU communities. Additionally, the evening meeting was videotaped and broadcast on the Greenville and Pitt County cable TV channels.

These forums provided information on the study progress to date and provided members of the community the opportunity to voice their concerns. The forums consisted of an open house portion where attendees could informally discuss issues with the steering committee and consulting team, and a formal presentation and question and answer session. Items covered in the presentation were the study issues, and the initial service and organizational alternatives.

Listed below are the questions and comments received from the public. They have been grouped into several categories relative to the individual providers (GREAT, ECU, PATS and PCMS) and general areas of concern (study process/scope, funding etc.).

General

Study Process/Scope

- Who commissioned the study?
- Is the study a regional or city limit study?
- What is the mission or goal of the study – is it to get the four providers together?
- What are the next steps to be taken in this review of the transit services?

Control of Consolidated Service

- If a merger does take place who would run it?
- Is there an option for a separate entity to run the combined service?
- What are some examples of transit authorities and how they work?
- What is controversial about complete consolidation?

Funding

- How would the City, State, and County funds be combined?
- Who receives federal funds?

Miscellaneous

- Comments that merger would be good
- Service extension out into the country would be beneficial
- Express routes would be good/beneficial (i.e. Bells Road, Great Fork, Tobacco Road areas)
- Should state that this benefits all providers, due to increased service, reduced costs, etc.
- Should state the benefit of potential increased ridership and therefore decreased personal auto trips
- There is confusion about who to call for service
- Does Pitt Community College have plans for service?

PATS

- How do we ensure small/special needs groups are not lost in the merger?
- Would like to see PATS riders (non-disabled) be able to access normal transit service.
- How many PATS riders can utilize consolidated service?
- How does the PATS fare system work?
- Currently PATS riders are taken out of their way, because of the individual nature of the service

ECU

- What is the benefit for ECU students if there is a merger?
- How will routing changes affect on-time scheduling for students?
- Will student drivers be eliminated with consolidated service?
- Consider need for shuttle service to ECU football games

GREAT

- Will GREAT be able to expand into county area if PATS is unwilling or unable?

PCMH

- Can PCMH service expand to cover limits outside of PATS?

MAY 2002 OFFICIAL BRIEFINGS

A series of three official briefings were held during May 2002. The briefings were held with the Greenville City Council, Pitt County Commissioners, and representatives of the ECU administration. PCMH officials declined a similar offer for a briefing. The briefings for Pitt County and Greenville were held in conjunction with their regular meetings, and were broadcast on their respective cable channels.

The topic of these briefings was an overview of the study to date, and a discussion of a refined group of service and organizational recommendations incorporating the results of the November 2001 public forums. A three-phased organizational recommendation was made with the first phase encompassing a merger of GREAT and PATS, the second phase encompassing the creation of a transit authority, and the third phase incorporating into the authority the services of ECU and PCMH. Included in the presentation was an estimate of the potential costs to each part of the merger and transit expansion.

OCTOBER 2002 PUBLIC FORUMS

Two public forums were held on October 3, 2002 in a format similar to the November 2001 forums. The first forum was held from 11:00 AM to 1:00 PM at the ECU Mendenhall Student Center. A total of 63 persons signed in at this meeting. Attending this meeting from the Steering Committee were: Nancy Harrington, Geraldine Teel, Scott Alford, David Santa Ana, and John Bulow. Robert Bush and Rebecca Cherry represented the consulting team.

The majority of the noontime attendees were understandably associated with ECU in general, or a specific group within ECU. For those who gave an organization, 13 (21%) indicated they were with ECU Transit, eight (13%) were with the Student Government Association, and seven (11%) were with the Planning 3020 Course. Additional attendees were associated with the City of Greenville, Pitt County Schools, the Mid-East Commission, and the Department of Social Services.

The second forum was held from 4:00 PM to 7:00 PM at the Sheppard Memorial Library, and 24 persons signed in at the Sheppard meeting. Five of the evening attendees were also at the noontime meeting. Attending from the Steering Committee were: Tom Tysinger, Nancy Harrington, Geraldine Teel, Scott Alford, John Bulow, Charles Mayo, Louise Duncan, and Rik Barnes.

At the evening meeting, 12 (50%) were from ECU including all five of the persons who attended both meetings. Other organizations represented were the Mid East RPO, Pitt County Mental Health, Pitt County, the Town of Ayers, and the Department of Social Services.

The content of the presentation concerned the final set of recommendations. The recommendations continued to be in three phases, with the first phase consisting of service improvements, the second phase encompassing a merger of PATS and GREAT, and the third phase continuing the improvements and service expansion of the earlier phases. The service improvements discussed included the conversion of the ECU Red and Blue routes into new general public express routes, extending general public service throughout the county, and instituting a new Universal Pass, or UPass, for the ECU community. The merger of PATS and GREAT would be organized along the lines of the current Pitt County Airport Authority.

The section following summarizes the comments made during the presentation and open house portion of the forums.

Morning Session (11:00 AM)

- Traveling on Martin Luther King Blvd. is unsafe
- Crime and criminal activities on GREAT buses
- Improvement needs to be made to existing PATS and GREAT buses
- Students know little about GREAT services; therefore, marketing needs to occur, specifically focused on routes, fare, and the system's image
- Students have misconceptions about the sources of funding for GREAT, specifically that they would be responsible for the full cost of operating the express services and local riders would bear no cost
- Employment issue of displaced student operators, i.e. loss of employment opportunities if GREAT operates the two express routes
- Concern that GREAT is not as accessible as the ECU service, i.e. routes and schedules are designed by the college to accommodate the students. There are apprehensions that GREAT does not have the flexibility
- A student operator questioned the route schedule for the proposed express routes, contending that the schedule could not operate efficiently

- Students questioned the ECU survey process and results, contending that information are distorted

Evening/Afternoon Session (4:00 PM)

- Criminal activity on GREAT buses; the President of the Student Government Association presented criminal stats for a Minnesota transit system and the Greenville community; response was little or no crime reported on GREAT buses for many years
- Students alleged that they had been solicited by drug dealers at certain bus stops; response was that any criminal activities should be reported to the Police or the GREAT Administrator
- An elderly lady commented that PATS services need to be expanded because of the needs of citizens living in the more rural parts of the County; A discussion on a fixed fare, rather than the existing zone fare structure, is needed, but it is not currently a good time to discuss with the other prevailing issues
- Students commented that they should not have to bear costs to provide transportation for GREAT and PAT patrons; comments indicated that students do not understand the fare plan
- Comment made by a student, and then elaborated by Mr. Rik Barnes, that the GREAT service is unreliable and does not operate on time; students contended that equipment failures are the reason for lack of performance
- Students commented that funds should not be spent on “investing in a faulty system”
- A student contended that ECU Students would not even use the GREAT system even if it became more reliable
- Comment was made that it is more expedient if one drives a car versus using the bus and having a long trip
- Charles Mayo of PCMH commented that there is a parking crisis at the Hospital that needs to be looked into further in the future
- A student commented that further study and analyses needs to occur related to the numbers of students that live outside of the ¼ mile radius of the ECU transit routes; students contend that the data is unreliable