

Lancaster County, SC 2019 Transportation Needs Assessment Survey Results

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Transportation Sub-Committee*

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Executive Summary

In March 2018, the Transportation Sub-Committee under the Client Advocacy Network Coalition developed a survey to assess the transportation needs of the communities in Lancaster County, SC, particularly areas with high poverty levels. A formula was calculated to test the statistical validity of our survey. The number of completed surveys necessary to achieve statistical validity was 193. We received 264 anonymous responses from various zip codes within Lancaster County, SC. Some targeted areas included Lancaster, Van Wyck, Elgin, Buford, the Town of Heath Springs and Kershaw. Various agencies, such as the Lancaster County Council on Aging, GoldenCare Adult Day Care, DSS, SC WORKS, and HOPE in Lancaster Inc. passed out the surveys to their clients to complete. Many of these agencies serve those in low-income areas, which was our primary target audience. In addition, surveys were passed out during events like the Five Dollar Jewelry Sale at MUSC Health-Lancaster Medical Center, the Indian Land Fall Festival, and through residents of Lancaster County who agreed to distribute it to their churches, clubs, and friends and family members.

The majority of respondents were females ages 55 and up. This could be due to the large senior demographic of Lancaster County in general, and due to the large senior client base many of the agencies serve. Most participants claimed they drive their own car and reside in the 29720 zip code (Lancaster, Van Wyck, Elgin, Buford, etc.). Because most of our survey participants were senior citizens, 64% stated they were “unemployed,” which one could assume may be a result of retirement. When asked who they would rely on if they ever lost their primary mode of transportation, 54% of participants responded with, “family and friends.” Most participants said they travel frequently to “grocery stores and medical appointments.” Grocery stores range “less than 15 minutes” away from them, while medical appointments range between “15 min – 1 hour.” When asked what characteristics were important if they could design their own alternative means to get to places, the top answer was “costs less than my current option (including gas).” The top driving concern was “driving at night.” If public transportation were to be offered, 22% would be willing to pay “\$2.00” for a one-way trip and would prefer “buses/shuttles” as the main form of transportation. When asked how often they would utilize the public transportation, 25% of participants said, “only occasionally,” while 18% said “never.” When asked if they would like to be involved in a volunteer ride program as a passenger, 55% of participants said “no,” while 43% said “yes.” If they were to participate in such a service, they would want the service to be safe and regulated.

Based on the data, the participants who answered the survey seem to already have a means of transportation available to them. However, even though the majority do possess their own vehicles, many would still like to see some form of inexpensive public transportation, preferably a bus/shuttle route that takes them from one end of the county to the other end, and even extending into the Charlotte and Rock Hill areas. Although we surpassed our required number to achieve statistical validity, the survey still lacked representation in certain geographic areas of the county, and in certain demographics (e.g. age, ethnicity, and gender); therefore, these answers only reflect a portion of the residents in Lancaster County and should not be the only

type of data analyzed in regards to transportation. Please also take into consideration survey errors such as *nonresponse error* (participant does not fully complete entire survey) and *processing error* (potential human error in inputting and calculating participant answers). For these reasons and the fact that some questions allowed for multiple responses, percentages on the following pages will not equal exactly 100%.

Nonetheless, a survey such as this one can serve as a primary data source by incorporating voices in the community that may not have had a chance to express themselves, otherwise. A grassroots approach such as this will aid in the development of future projects by ensuring that the community's voice is represented, and that the vision of the transportation project aligns with the ideas supported by the residents of Lancaster County.

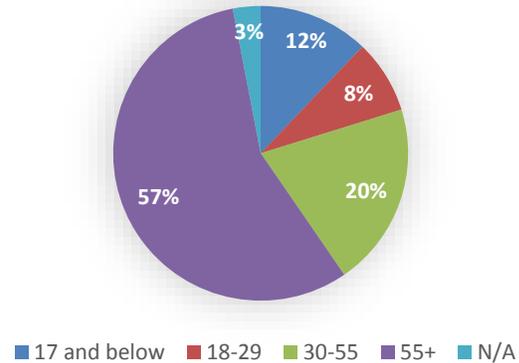
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Transportation Survey

Age

When asked what their age was, the participants responded with the following:

- 17 and below
 - 31 participants
- 18-29
 - 22 participants
- 30-55
 - 54 participants
- 55 and above
 - 148 participants
- N/A or did not answer
 - 9 participants



Gender

When asked what their gender was, the participants responded with the following:

- 167 female (63%)
- 94 male (36%)
- 3 prefer not to say (1%)

Driving status

When asked if they drive, the participants responded with the following:

- 168 said yes (64%)
- 90 said no (34%)
- 6 prefer not to say (2%)

Vehicle status

When asked if they own a vehicle, the participants responded with the following:

- 163 said yes (62%)
- 99 said no (38%)
- 2 prefer not to say (1%)

Driver's license

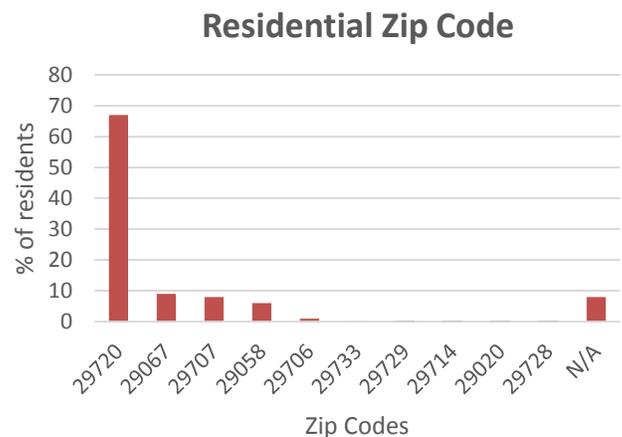
When asked if they have a driver's license, the participants responded with the following:

- 179 (68%)
- 82 said no (31%)
- 3 prefer not to say (1%)

Residential zip code

When asked what zip code they lived in, the participants responded with the following:

- 176 reside in 29720 (Lancaster, Van Wyck, Elgin, Buford, etc.)
- 23 reside in 29067 (Kershaw, SC)
- 21 reside in 29707 (Indian Land, SC)
- 16 reside in 29058 (Heath Springs, SC)
- 2 reside in 29706 (Chester, SC)
- 1 resides in 29733 (Rock Hill, SC)
- 1 resides in 29729 (Richburg, SC)
- 1 resides in 29714 (Fort Lawn, SC)
- 1 resides in 29020 (Camden, SC)
- 1 resides in 29728 (Pageland, SC)
- 21 n/a



Veteran status

When asked if they are a veteran, the participants responded with the following:

- 245 said no (90%)
- 26 said yes (9%)
- 2 prefer not to say (1%)

Safety operating vehicle

When asked if they feel safe driving their vehicle, the participants responded with the following:

- 143 said yes (68%)
- 36 said no (17%)
- 29 do not own a vehicle (14%)
- 2 said maybe (1%)

Disability

When asked if they have a disability, the participants responded with the following:

- 154 said no (60%)
- 91 said yes (35%)
- 13 said maybe (5%)

Type of disability

When asked to list their disabilities if they have any, the participants responded with the following:

- 47 said physical (39%)
- 32 said vision (26%)
- 27 said hearing (22%)
- 9 said psychiatric (7%)
- 7 said developmental/learning (6%)

Using LARS

When asked if they use LARS, the participants responded with the following:

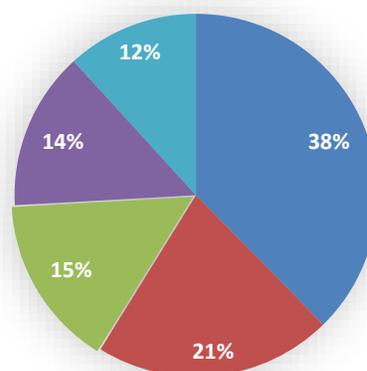
- 199 said no (75%)
- 34 said yes (13%)
- 17 said sometimes (6%)
- 14 said they do not know what that is (5%)

Changing LARS

When asked if they could change anything about LARS, the participants responded with the following:

- 73 don't know or have not used LARS
- 41 said availability for out of town trips
- 29 said no changes
- 28 said hours of operation- later in the day
- 24 said hours of operation- earlier in the day
- 23 said limited days for different service areas (e.g. only having one day a week access in certain areas)
- 13 said pricing

Changing LARS



Employment

When asked if they work, the participants responded with the following:

- 173 said no (66%)
- 57 said yes- full time (22%)
- 30 said yes- part time (11%)
- 4 said maybe (2%)

Employment zip code

When asked what their employment zip code was, the participants responded with the following:

- 157 said they don't work, or are retired, or did not answer the question (64%)
- 81 said 29720 (Lancaster, Van Wyck, Elgin, Buford, etc.) (33%)
- 1 said 29733 (Rock Hill, SC) (0.4%)
- 1 said 29732 (Rock Hill, SC) (0.4%)
- 1 said 29706 (Chester, SC) (0.4%)
- 1 said 28027 (Concord, NC) (0.4%)
- 2 said 29058 (Heath Springs, SC) (1%)
- 1 said 28206 (Charlotte, NC) (0.4%)
- 2 said 29715 (Fort Mill, SC) (1%)

Employment

When asked if they don't work due to transportation issues, the participants responded with the following:

- 137 said no (84%)
- 19 said yes (12%)
- 8 said maybe (5%)

Importance of transportation

When asked how important transportation is to them, the participants responded with the following:

- 202 said important (83%)
- 34 said somewhat important (14%)
- 6 not important (2%)

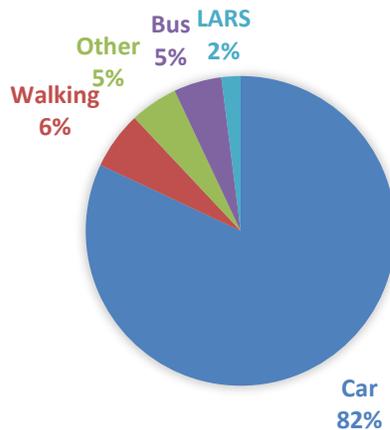
Main form of transportation

When asked what their main form of transportation is, the participants responded with the following:

- 196 said car
- 15 said walking
- 12 said other (e.g. "I have to pay excessive amounts to go places I need to go; Taxi (limited in hours); ride from others/pay someone else; finding a way)

- 11 said bus
- 5 said LARS

MAIN FORM OF TRANSPORTATION



Occurrence of transportation problems

When asked how often they have transportation problems, the participants responded with the following:

- 165 did not answer the question (63%)
- 31 said a few times a month (12%)
- 20 said sometimes (8%)
- 17 said almost every day (6%)
- 15 said more than once a week (6%)
- 8 said once a week (3%)
- 8 said I don't have transportation problems (3%)

Loss of transportation

When asked what they would do if they lost their primary mode of transportation, the participants responded with the following:

- 149 said they would rely on family members (54%)
- 47 said they would rely on friends (17%)
- 42 said stay home (15%)
- 34 said they would walk (12%)
- 1 said call LARS (0.3%)
- 1 said bicycle (0.3%)

Traveling on Main St.

When asked how often they travel on Main Street, the participants responded with the following:

- 74 said daily (32%)
- 66 said weekly (29%)
- 51 said monthly (22%)
- 39 said 1-3 times per year (17%)

Traveling on U.S. Highway 521 and 9 By-Pass

When asked how often they travel on U.S. Highway 521 & 9 By-Pass, the participants responded with the following:

- 102 said daily (43%)
- 75 said weekly (32%)
- 41 said monthly (17%)
- 19 said 1-3 times per year (8%)

Traveling based on time

When asked what time they do most of their traveling, the participants responded with the following:

- 99 said early morning (22%)
- 99 said late morning (22%)
- 97 said late afternoon (22%)
- 88 said early afternoon (20%)
- 66 said evening (15%)

Traveling based on day

When asked what days they travel most, the participants responded with the following:

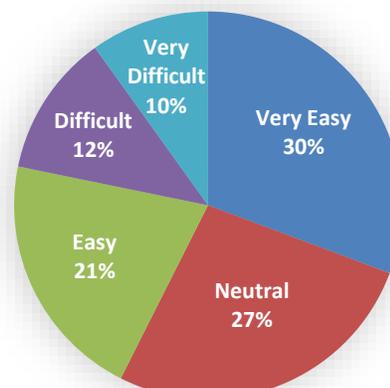
- 163 said Wednesday (16%)
- 158 said Monday (16%)
- 158 said Friday (16%)
- 151 said Tuesday (15%)
- 146 said Thursday (15%)
- 110 said Saturday (11%)
- 93 said Sunday (9%)
- 13 said None of the above (1%)

Level of difficulty finding rides

When asked how difficult it is to find rides to the places they need to go in the community, the participants responded with the following:

- 70 said Very Easy
- 61 said Neutral
- 47 said Easy
- 27 said Difficult
- 22 said Very Difficult

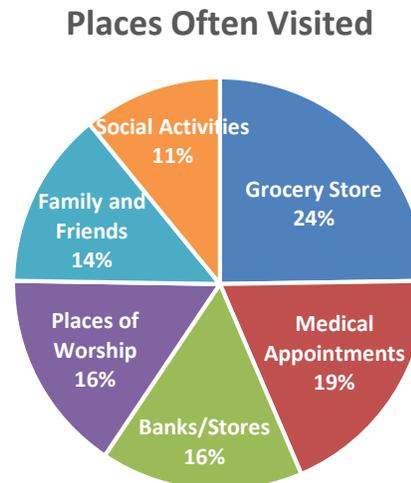
Level of Difficulty Finding Rides



Places often visited

When asked what some places they visit often are, the participants responded with the following:

- 213 said Grocery Store
- 161 said Medical Appointments
- 138 said Banks/Stores
- 133 said Places of Worship
- 123 said Family and Friends
- 92 said Social Activities



Difficulty levels finding rides for certain places

When asked what areas are difficult to get to because of lack of transportation, the participants responded with the following:

- 150 said I do not lack transportation (53%)
- 49 said Medical Appointments (17%)
- 41 said Grocery Stores/Shopping Centers (14%)
- 27 said Places of Worship (10%)
- 16 said Work (6%)

Mode of travel

When asked how they travel to work/medical appointments/grocery store, the participants responded with the following:

- 157 said Drive (55%)
- 81 said Family or Friend Takes Me (29%)
- 25 said It depends what day it is (9%)
- 11 said Walk (4%)
- 10 said Public Transit (4%)

Work commute

When asked how far their commute to work is, the participants responded with the following:

- 136 said I do not currently work (57%)
- 47 said less than 15 minutes (20%)
- 19 said 15-20 minutes (8%)
- 16 said 20-30 minutes (7%)
- 16 said 30 minutes – 1 hour (7%)
- 4 said more than 1 hour (2%)

Grocery store commute

When asked how far their commute is to the nearest grocery store, the participants responded with the following:

- 157 said less than 15 minutes (63%)
- 56 said 15-20 minutes (22%)
- 16 said 20-30 minutes (6%)
- 11 said I don't know (4%)
- 8 said 30 minutes – 1 hour (3%)
- 1 said more than 1 hour (0.4%)

Medical appointment commute

When asked how far their commute is from their medical appointments, the participants responded with the following:

- 72 said less than 15 minutes (29%)
- 54 said 15 – 20 minutes (22%)
- 52 said 30 minutes – 1 hour (21%)
- 46 said 20 – 30 minutes (18%)
- 18 said I don't know (7%)
- 9 said more than 1 hour (4%)

Recreation center commute

When asked how far their commute is from a recreation center, the participants responded with the following:

- 83 said less than 15 minutes (34%)
- 63 said 15-20 minutes (26%)
- 50 said I don't know (21%)
- 31 said 20-30 minutes (13%)
- 14 said 30 minutes – 1 hour (6%)
- 1 said more than 1 hour (0.4%)

School/university commute

When asked how far their commute is from school/university, the participants responded with the following:

- 70 said less than 15 minutes (33%)
- 56 said I don't know (27%)
- 48 said 15 – 20 minutes (23%)
- 25 said 20 – 30 minutes (12%)
- 8 said 30 minutes – 1 hour (4%)
- 2 said more than 1 hour (1%)

Alternative ways of commuting

When asked if they could design an alternative means to get to work, grocery store, doctor's office, etc., the following characteristics would be the most important to them:

- 82 said costs less than my current option (including cost to drive personal vehicle) (19%)
- 74 said does not require me to drive at all (17%)
- 66 said gets me there faster than my current option (15%)
- 66 said allows me to travel without any advanced notice (15%)
- 55 said waiting less than 15 minutes for a ride (13%)
- 34 said provides a safe path for me to walk (8%)
- 25 said lets me share driving responsibilities with others (6%)
- 22 said provides a safe path for me to cycle (5%)
- 2 said other: eco-friendlier (0.5%)

Driving concerns

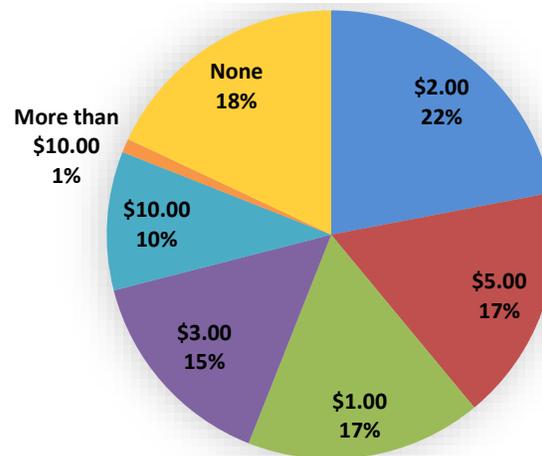
When asked if they have any driving concerns, the participants responded with the following:

- 80 said driving at night (20%)
- 75 said traffic congested areas (19%)
- 68 said no concerns (17%)
- 65 said increasing car cost (16%)
- 42 said lack of parking (11%)
- 37 said mobility and health issues (9%)
- 14 said losing license due to age (4%)
- 11 said losing confidence in driving (3%)
- 2 said other: drunk/careless drivers; teen drivers (0.5%)

Willing to pay for public transportation

When asked how much they are willing to spend for public transit to drop them off for a one-way trip, they responded with the following:

- 51 said \$2.00
- 43 said none
- 40 said \$5.00
- 39 said \$1.00
- 35 said \$3.00
- 23 said \$10.00
- 3 said more than \$10.00



Difficulty finding rides based on time

When asked if there is a time that is harder to find rides, the participants responded with the following:

- 76 said I do not have trouble (39%)
- 42 said weekends (21%)
- 36 said all the time (18%)
- 30 said evening (15%)
- 12 said other, but 11 did not specify. 1 person said they have trouble moving to and from other locations like Kershaw, Indian Land, etc. to Lancaster (6%)

Utilizing public transportation

When asked if public transportation were available, how often would they use it? The participants responded with the following:

- 59 said only occasionally (25%)
- 44 said several times per week (19%)
- 44 said daily (19%)
- 42 said never (18%)
- 28 said several times per month (12%)
- 17 said weekly (7%)

Favorite transportation system

When asked if they have a favorite transportation system that Lancaster provides, the participants responded with the following:

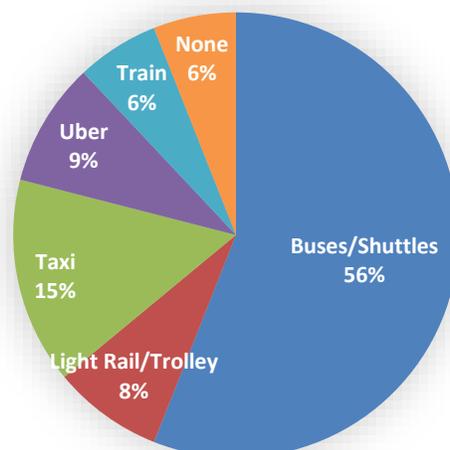
- 54 said no (54%)
- 22 said LARS (22%)
- 15 said N/A (15%)
- 3 said family members (3%)
- 3 said they drive themselves (3%)
- 2 said light rail (2%)
- 1 said bus (1%)

Future transportation requests

When asked what kind of transportation they would like to see Lancaster County provide, the participants responded with the following:

- 60 said buses/shuttles
- 9 said light rail/trolley
- 16 said taxi
- 10 said Uber
- 7 said train
- 6 said none
- Other; transportation to get to state parks, shopping centers, medical appointments; work; out of town trips for fun and for job opportunities; cost efficient transportation; for 2nd and 3rd shift workers; for church; free transportation; 24/7 without advanced schedule; for older people in need; for young adult students that need rides for outer areas of Lancaster County to attend Adult Ed. and other programs available to them; to the VA hospital; to visit friends and family; bus line from one end of the county to the other end; for pet owners to vet appointments; eco-friendly transportation.

Future Transportation Requests



Volunteer ride program- passenger

When asked if they would be interested in using a volunteer program that would pick them up and take them to their destination, the participants responded with the following:

- 85 said no (55%)
- 66 said yes (43%)
- 4 said maybe/not sure (3%)

Reasoning for “no” and “maybe”: must be safe and regulated. Also, most participants already own and/or use a vehicle.

Volunteer ride program – driver

When asked if they would be interested in being a volunteer and picking people up for such a program, the participants responded with the following:

- 133 said no (66%)
- 16 said yes (8%)
- 8 said maybe (4%)

Reasoning for “no” and “maybe”: too old to drive; don’t have car or license; don’t feel safe doing that; want to get paid; health problems/disabilities; don’t want the insurance responsibility/ liability; too busy with other things.

Suggestions for improvements in Lancaster transportation

When asked if they have any ideas on how transportation in the Lancaster area can be improved, the participants responded with the following:

- Consult Chester Connector
- More transportation at night or after hours and 24/7
- No- we are too small for a light rail/ trolley?
- Make it known to everyone and assist clients to getting to other places other than Lancaster
- Buses, cars, trains, taxis, Uber, subway
- Raising money
- Lower prices
- Having more ways to get around
- Be more dependable and on time (LARS)
- Getting transportation the day of instead of advanced notice
- Transportation to medical providers and pharmacies
- There needs to be more drivers
- More out of town trip options to Rock Hill, Charlotte, Columbia, etc.
- Have a route. When van is full, leave people at center in 1 hour then get the rest of them.
- Transportation for 2nd and 3rd shift workers
- Public transport on both 521 and 160

- Bus system for at least the main roads and from main roads to schools, etc.
- Van transportation
- Make available to use LARS more than Fridays. Sometimes my doctors are not there on Fridays
- More transportation in Kershaw area
- Rides on the weekends
- Drivers could leave a little earlier when having to pick up a lot of riders
- Trips to grocery shopping, banks, churches, and restaurants
- Better drivers
- A bus that doesn't just pick up people with Medicaid, but everyone
- School buses need to be on time at the bus stops, especially in the wintertime
- More bus stops
- Encourage local businesses to offer a van system to get workers to jobs, and by doing so the city and state should give them tax breaks.
- Invest in more county vehicles for not only the elderly, blind, etc., but also for those needing transportation to the workplace.
- Continue to question clients to find out the concerns and needs and develop a plan to show how transportation will be available based on the responses. Work together with clients and drivers to improve transportation. Require workshops for drivers on empathy, relationships, and caring.