

Tara Hall

From: Rodger Lentz <rlentz@wilsonnc.org>
Sent: Monday, October 13, 2025 2:19 PM
To: Tara Hall
Subject: EXTERNAL: QAP 2026

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Good Afternoon Tara,

I would like to bring to your attention a growing number of Microtransit Services in North Carolina. THE 2026 QAP seems very focused on fixed route services that frankly have not worked very well in cities like mine, Wilson, NC. Let me tell you about what benefits microtransit has brought to our community over the 5 years since we launched.

- 1) Yearly transit ridership has increased from approximately 74,000 to over 230,000 on microtransit.
- 2) The entire city and even some areas adjacent to our city limits is now transit accessible. This is a massive increase given that less than one-half of the city was accessible to transit under the fixed route model.
- 3) In our surveys of riders, user report that 50% of their trips are to access employment opportunities. This could not be said for fixed route.

Why is this important.

- 1) You do not need a shelter for this system as you know precisely when your ride is coming. – no need for a long wait in the elements.
- 2) There are no transfers to another bus route to get to your destination – once on the vehicle, you will be taken to your destination.
- 3) The most aligned private service is Uber or Lyft – microtransit runs essentially the same way except that rides are always shared
- 4) While the bus used to run just once per hour, our microtransit system is available when you request the trip. Wait times average 15-18 minutes from the time of your request. Equivalent to a bus route that ran 3 times per hour.

I would hope that this level of service would achieve the maximum points allowed for transit.

A few news articles for your review:

<https://www.newsobserver.com/news/local/counties/wake-county/article288328605.html>

https://www.richmondfed.org/podcasts/speaking_of_the_economy/2025/speaking_2025_07_23_rural_microtransit

<https://www.npr.org/2022/07/19/1111765630/on-demand-shuttles-have-replaced-buses-in-a-small-north-carolina-town>

<https://carolinaacross100.unc.edu/wilsons-ride-program-increases-opportunities-for-young-people/>

I hope you will consider updating the QAP to reflect the benefits of Microtransit

Best Regards,

Rodger Lentz
City Manager



wilsonnc.org



Rodger Lentz

City Manager

Office: 252-296-3398
rlentz@wilsonnc.org