



FREQUENTLY ASKED QUESTIONS

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Where can Buzzline take me?

[This map](#) shows the designated service area for the Buzzline microtransit pilot program. The designated service area was chosen through a Microtransit Feasibility Study completed in 2022.

The study identified the area based upon populations in the City of Sanford with significant transportation disadvantages, and major places of employment both inside and outside of the city limits. The Raleigh Executive Jetport and the Lee County DMV office were added as points of high need.

If the pilot project is successful, the intention is to expand the service area to other parts of the city and county.

What places of major places of employment can I get to?

For the initial few months, Buzzline will primarily go to major employers that COLTS currently is serving on a regular basis, including Bear Creek Arsenal and Trion.

As the microtransit service gets established, transportation staff will be reaching out to major employers outside of the zone to gauge their interest in being included in the zone.

Who is operating the microtransit pilot program?

County of Lee Transportation Service (COLTS), with the support of the Lee County Commissioners, is operating the service for the City of Sanford. COLTS has operated since 1992 and is a fully public access system serving an average 150 riders per day (~300 trips).



When does microtransit service in Sanford begin?

Called "Buzzline," the microtransit service "soft launched" on Wednesday, November 12, 2025. During this time, the hours of operation are weekdays from 6 a.m. to 6 p.m.

Weekend service will begin after Buzzline's "hard launch," slated for Monday, December 1, 2025.

When will Buzzline operate once the service has its hard launch?

Hours of operation at that time will be the following:

- Monday–Friday, 6 a.m. to 8 p.m.
- Saturday–Sunday, 7 a.m. to 7 p.m.

Trip requests will be accepted on the app between 6 a.m. and 7 p.m. on weekdays and between 7 a.m. and 6 p.m. on weekends. Trips may be accepted by phone until 7:30 p.m. on weekdays and 6:30 p.m. on weekends – availability dependent on the destination.

How do I book a Buzzline ride?

Anyone wanting to travel within the pilot zone area can use Buzzline. How to book:

- 1) Use the "Buzzline Micro" app, which can be downloaded from the [Google Play Store](#) or the [Apple Store](#).
- 2) Book online at www.buzzlinemicro.com. Look for the "Book a Ride Online" link under the Services tab.
- 3) Call COLTS during service hours at 919-776-7201.

Rides can be reserved up to 7 days in advance.



Can I book in another language besides English?

The app and web portal are only available in English at this time. COLTS dispatchers are able to book rides in Spanish.

What information will you need from me?

Users will need to set up an account to book online or via the app. Then, users will need to supply their pickup and drop-off addresses, the number of people traveling, and whether they need an accessible van.

Riders do not need to set up an account to book by phone.

Does the service operate on holidays?

The service does NOT operate on the following holidays:

- Thanksgiving – November 27 and 28, 2025
- Christmas – December 24, 25 and 26, 2025
- New Years – January 1, 2026
- Martin Luther King Jr. Day – January 19, 2026
- Good Friday – April 3, 2026
- Easter Sunday – April 5, 2026
- Memorial Day – May 25, 2026
- Independence Day – July 4, 2026
- Labor Day – September 7, 2026
- Veterans Day – November 11, 2026

How much does it cost to ride?

Riders will pay \$5 per leg ride; therefore, roundtrips will cost \$10. This fare is per stop, not per person. Up to five (5) people can travel for the set \$5 per leg fare.



How do I pay a microtransit fare?

Microtransit trips can be paid for with exact fare in cash only, with a fare ticket, on the Buzzline online portal, or through the app. Buzzline drivers cannot make change; however, they can provide riders with a voucher(s) for a future ride.

Can I bring someone with me?

Yes, up to five (5) people can ride as one party and the entire party will only be charged \$5 per leg ride. Five is the largest group that can be accommodated by one vehicle.

What kind of vehicle will I be getting a ride in?

Buzzline uses three (3) minivans for its service, which will easily be recognizable. Buzzline vehicles can carry up to five passengers. One of the vehicles is ADA-compliant.

Is Buzzline accessible?

Yes, one (1) van will be ADA accessible, but must be requested at time of booking. If booking by phone, the rider must request an accessible van. In the app, select "ADA-compliant van" when entering your information.

Will the driver assist passengers in getting into the vehicle?

Be assured that persons with mobility devices can be fully and safely accommodated by our trained and certified vehicle operators. Door-to-door assistance will be provided as needed.

Important: Drivers may not go inside a home, facility, day care, school, business, etc., with a passenger.



Seat belt usage and requirements

For your safety and that of your fellow passengers, all passengers must wear seat belts to ensure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy.

Will I be required to bring a car seat for my child?

Due to liability, parents will need to provide *and secure* their own car seats. In North Carolina, children must be secured in a car seat or booster seat until they are 8 years old or 80 pounds, whichever comes first.

What age do you have to be to ride alone?

The minimum age for riders to ride solo is 16 years old. Anyone under 16 must be accompanied by a parent or guardian.

How far in advance should I book my ride?

Buzzline is an on-demand service, which means you do not need to book in advance. You should book in enough time for Buzzline to pick you up and deliver you to your destination.

What is the average wait time for the driver to pick me up?

The average wait time will be approximately 25–30 minutes from the time that you book the ride.

How do I know when a driver will pick me up?

Estimated pick-up times will be displayed on the Buzzline app once the trip is confirmed. Riders will receive text alerts via their registered mobile phone number. If rider books by phone, the Buzzline operator can provide a pickup window.



Can I change my pickup location or destination?

If the app has already confirmed your ride, you will not be able to change the pickup and drop-off destinations. In this case, you can only cancel the trip and reschedule (see cancellation FAQ). If you have booked by phone, you may be able to make changes. Riders should contact dispatch immediately at 919-776-7201 to determine what options are available.

Do Buzzline riders share the vehicle with other passengers, who might be strangers?

Yes. Buzzline is a shared-ride service. Other riders may be picked up and dropped off while you are on board. Buzzline uses algorithms from software and operations to aggregate passengers headed in the same direction into one vehicle, allowing for quick and efficient shared trips.

How long will my driver wait for me?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your co-riders, the driver will only wait for (2) two minutes for a mobile passenger and (5) five minutes for ADA passengers. To stay on schedule, the vehicle will depart if you do not show up within the respective waiting period and the passenger will be documented as a "no show."

What if I cancel or do not show up for my ride?

Passengers can cancel their ride within one (1) hour of booking their trip on the app without penalty or being charged. Passengers who no show when the van arrives will be responsible for the payment of the fare to schedule another ride.



Please contact COLTS directly at 919-776-7201 if cancellation is no longer available in the app. Riders who no show will be contacted by staff and could be suspended from riding.

What other modes of transit can I connect to?

You may transfer between Buzzline and COLTS' regular paratransit service outside of the pilot zone at no additional charge. Contact COLTS at 919-776-7201 for further details in arranging your connection.

How can I provide feedback on my trip?

At the conclusion of your trip, the Buzzline app will prompt you to rate your trip. All feedback is reviewed to ensure the service meets rider expectations. You can also contact COLTS customer service at 919-776-7201 or [send an email to the COLTS Transportation Director](#).

Where can I find more information?

Additional information can be found at www.buzzlinemicro.com or by calling COLTS at 919-776-7201.

GENERAL MICROTRANSIT INFORMATION

What is microtransit?

Microtransit is defined as on-demand, shared public transportation that serves passengers using dynamically generated routes in response to individual or general consumer demand. It uses smaller vehicles (vans) that utilize a mobile GPS platform.

Similar to Uber or Lyft, passengers can be picked up at their location and taken to their destination for point-to-point service.



What are the benefits of microtransit?

The benefit of microtransit service is that it allows rural/semi-rural communities to expand transit coverage to areas that do not have conditions favorable to providing traditional public transportation options.

Microtransit is an ideal option for areas with populations that are underserved by existing transit services (i.e., students, employees, and persons without access to vehicles) or that need quicker turnaround times.

Microtransit is also more affordable than market rate services.

Why is the City of Sanford participating in a microtransit pilot program?

After completing a Microtransit Feasibility Study, it was determined that the City of Sanford could support and would benefit from a subsidized on-demand transit service.

The City of Sanford, in partnership with NCDOT Integrated Mobility Division and other NC communities, received a \$3.4 million Mobility for Everyone Everywhere Grant to start and operate a microtransit service for a pilot project through December 2027.

Why are the City of Sanford and COLTS partnering for the pilot program?

As COLTS already provides public transportation in Lee County, partnering with Lee County to pilot an on-demand microtransit program made both operational and financial sense. NCDOT advocated for the partnership, which is the first of its kind in North Carolina.

Through the arrangement, COLTS will continue to provide paratransit services while also operating the microtransit service.



How will the microtransit pilot program's success be evaluated?

Goals and metrics will be established for the microtransit pilot program. Examples include

- Number of riders per day/week
- Vehicle utilization - number of riders per driver hour
- Amount of time before a rider is picked up
- Rider service feedback and reviews

Who can I contact for more information?

For operations questions or support, contact Debbie Davidson, Mobility Manager for COLTS, at ddavidson@leecountync.gov.

For questions about microtransit or other transportation planning, contact David Montgomery, Long Range Planner for the City of Sanford, at david.montgomery@sanfordnc.net.