Public Transportation Rider Survey 2022

Please complete this survey about your current trip. When finished, please give it to the driver on your bus.

Thank you!

1. The transit system and a route you are currently riding (or your latest ride)?
   - Pullman Transit
   - Asotin County PTBA
   - Valley Transit
   - COAST Transportation
   - Garfield County Transportation
   - Columbia County Transportation
   - SMART Transit
   - Valley Transit
   - Other: ________________________________

   Route Description, origin-destination: _____________________________________________________________

1a. Did you know of the above public transportation services before this survey?
   - Yes
   - No  If yes, which ones? _______________________________________________________________

2. Which time(s) do you use public transportation? You may check more than one.
   - 5:45 am - 8:00 am
   - 8:01 am – 11 am
   - 11:01 am – 1:00 pm
   - 1:01 pm – 3:00 pm
   - 3:01 pm -5:00 pm
   - 5:01 pm -6:00 pm
   - 6:01 pm– 8:00 pm
   - 8:01 pm – 10:00 pm
   - 10:01 pm -11:59 pm

3. Did you or will you have to transfer buses in order to complete this trip?
   - Yes, one transfer
   - Yes, two or more transfers
   - No (If no, skip to question #5)

4. What bus route(s) will you transfer to or did you transfer from, if any?
   ______________________________________________________________

5. What is the purpose of your bus trip? You may check more than one.
   - Work
   - Social/Recreation
   - Errands/personal business
   - Shopping
   - Medical
   - Government Service Agency
   - Other: ________________________________

6. Please indicate your affiliation with any University/College, if any:
   ______________________________________________________________

7. If you were not riding the bus, how would you make this trip?
   - Drive myself
   - Ride with family/friends
   - Bike
   - Walk
   - Taxi
   - I would not make this trip

8. What do you like the most and least about Pullman Transit Services?
   ______________________________________________________________

9. What are the lasting Covid-19 Impacts/changes you would like to see?
   - Ride with limited capacity
   - Use masks and safe distancing
   - Keep drivers protected
   - Convert into touchless tech
   - Provide masks
   - Clean the buses often
   - Add Plexiglass barriers
   - Other expectations from the agency/community Services to fight Covid-19 (food delivery, community needs, etc.):
     ______________________________________________________________

10. On a Scale of 1 to 10, with 10 being the highest rating, please rate your travel experience: ______________

11. Which of the following potential improvements would be MOST useful to you? Please choose only 2.
   - More frequent service
   - Shorter travel time
   - Service to more places:
   - Additional park and ride opportunities:
   - Service earlier in the morning
   - Service later in the evening
   - Additional weekend service
   - Additional bicycle capacity
   - Other: ________________________________
1. How do you **usually** get where you need to go to work, shopping, errands, or medical appointments? Please check only one.
- Drive myself
- Taxi
- Walk
- Ride with friends/family
- Bicycle
- Public transportation
- Other: __________________________

2. Do you currently use any of the following forms of public transportation on a weekly basis? Please check all that apply and indicate how often you typically ride per week:
- Pullman Transit
- COAST Transportation
- Columbia County Transportation
- Asotin County PTBA
- Garfield County Transportation
- Valley Transit
- Other: __________________________
- I do not currently use public transportation.

   How many trips per week: _______________________
   Route Description: ______________________________

3. Did you know of the above public transportation services before this survey within Asotin, Columbia, Garfield, and Whitman County Region?
- Yes
- No
- Never heard of these transit agencies before

4. What are the lasting Covid-19 Impacts/changes you would like to see?
- Ride with limited capacity
- Use masks and safe distancing
- Keep drivers protected
- Convert into touchless tech
- Provide masks
- Clean the buses often
- Add Plexiglass barriers
- Other expectations from the agency/community Services to fight Covid-19 (food delivery, community needs, etc.):
  ____________________________________________________________________________

5. If you **DO** use public transportation, what are the primary reasons why you choose public transportation? (check all that apply):
- I do not have access to a vehicle
- The bus is less expensive than driving and parking
- There is too much traffic
- I have trouble finding a place to park
- For environmental reasons
- The bus is more convenient than driving
- To prevent impaired driving
- Other: __________________________

6. If you **DO NOT** use public transportation currently, what transit service improvements would be needed for you to choose to ride public transportation? (Check all that apply):
- Better service availability near my home/work/school- where: __________________________
- Improved access to transit information
- Shorter travel time
- More frequent service
- Longer hours of service
- Better service reliability
- Safer vehicles
- Guaranteed ride home for emergencies/overtime.
- Less crowded vehicles
- Greater bicycle capacity
- I would not ride, I prefer to drive
- Other: __________________________

7. Would you use public transportation services if the service improvements you checked for #6 were to be implemented?
- Yes
- No
- N.A., I already ride
8. Do you think there is a need for additional or improved public transportation in the City of Pullman, and Whitman County Area?

☐ Yes  ☐ No  

*If you checked “No,” please skip to Question #10.*

If you checked “Yes” for Question #8 above, please indicate what improvements are needed:
____________________________________________________________________________________

9. During past year, were there any places within Asotin, Columbia, Garfield, and Whitman counties that you could not travel due to lack of Public Transportation services? If yes, in which cities/towns?

☐ Nearby Towns or Cities  ☐ School/ College  ☐ Trail and Trailheads  ☐ Other connections:
____________________________________________________________________________________

10. Please provide any additional comments you may have concerning the public transportation services in Pullman and surrounding areas:
____________________________________________________________________________________

11. Do you have access to Internet?  ☐ Yes  ☐ No

12. Do you have access to Phone?  ☐ Yes  ☐ No

13. What types of social media do you use? Check all that apply.

☐ Facebook  ☐ Twitter  ☐ Instagram  ☐ YouTube  ☐ Other: ____________________________

14. Are you affiliated with any of the following area colleges/universities? Please check all that apply:

☐ WSU Student  ☐ WSU Faculty  ☐ WSU Staff

☐ UI Student/ Faculty/ Staff  ☐ Other Institutions: ________________________________

15. How would you classify yourself? (Optional)

☐ African American  ☐ American Indian/Alaskan Native  ☐ Asian  ☐ Caucasian/White

☐ Hispanic/ LatinX  ☐ Native Hawaiian/Pacific Islander  ☐ Two or more races  ☐ Other: ____________________________

16. Is English the primary language spoken in your household?  ☐ Yes  ☐ No  ☐ Other: ____________________________

17. Are you:  ☐ Male  ☐ Female

18. Do you have a driver’s license?  ☐ Yes  ☐ No

19. Do you have access to a vehicle?  ☐ Yes  ☐ No

20. Please indicate your age group.

☐ Under 18 years old  ☐ 18-25 years old  ☐ 26-35 years old

☐ 36-45 years old  ☐ 46-64 years old  ☐ 65 years old or older

21. Which of the following best describes your current employment status? You may check more than one.

☐ Employed, full-time  ☐ Student, full-time  ☐ Unemployed

☐ Employed, part-time  ☐ Student, part-time  ☐ Other: ________________________________

22. What is your annual household income level? Please check only one.

☐ $14,999 or less  ☐ $15,000- $29,999  ☐ $30,000-$44,999

☐ $45,000-$59,999  ☐ $60,000- $74,999  ☐ $75,000 or higher