

**DRAFT****Transportation Needs Survey**

The following survey is being conducted to determine the types of transportation used by people in Montgomery. We are interested in finding how people get to the places they need to go. The survey will take only 3 to 5 minutes and you will remain anonymous. If there are any questions that you don't want to answer you may skip them and move on.

If you have any further questions about this survey, please call 334- 264- 9300 or 717-5464 for more information.

1a. First, what type of transportation do you use the most? Do you...

- |  |                |
|--|----------------|
| 1. Drive yourself in a personal car, pickup, or SUV;   | 9. NONE        |
| 2. Ride with others in a personal car, pickup, or SUV; | 88. DON'T KNOW |
| 3. Use public transportation, such as bus service;     | 99. REFUSED    |
| 4. Walk  |                |
| 5. Bicycle; or use                                     |                |
| 6. Some other type of transportation?                  |                |

2a. Next, which of the following describes the most common destination for trips that you make during a normal week?

- |                 |                            |
|-----------------|----------------------------|
| 1. Work         | 6. Friends or Family Homes |
| 2. School       | 7. Church                  |
| 3. Shopping     | 8. Restaurants             |
| 4. Medical Care | 9. Other: SPECIFY _____    |
| 5. Recreation   | 88. DON'T KNOW             |
|                 | 99. REFUSED                |

3a. On average, how many times per week do you make the trip to your most common destination?

- |                                |                |                 |
|--------------------------------|----------------|-----------------|
| _____ Number of times per week | 88. DON'T KNOW | SKIP to Q N 4a. |
|                                | 99. REFUSED    | SKIP to Q N 4a. |

3b. The next questions ask about the locations of your most common destination and starting point. What are the nearest cross streets to your most common destination?

- |                 |                |
|-----------------|----------------|
| _____ and _____ | 88. DON'T KNOW |
|                 | 99. REFUSED    |

3c. What are the nearest cross streets to your most common starting point?

- |                 |                |
|-----------------|----------------|
| _____ and _____ | 88. DON'T KNOW |
|-----------------|----------------|

3d. How satisfied are you with the conditions of the sidewalks and curb cuts near public transportation stops?

- |                                       |               |
|---------------------------------------|---------------|
| 1. Very Satisfied                     |               |
| 2. Somewhat Satisfied                 | 8. DON'T KNOW |
| 3. Neither Satisfied nor Dissatisfied | 9. REFUSED    |
| 4. Somewhat Dissatisfied              |               |
| 5. Very Dissatisfied                  |               |

3e. How satisfied are you with the rain shelters at public transportation stops?

- |                                       |               |
|---------------------------------------|---------------|
| 1. Very Satisfied                     |               |
| 2. Somewhat Satisfied                 | 8. DON'T KNOW |
| 3. Neither Satisfied nor Dissatisfied | 9. REFUSED    |
| 4. Somewhat Dissatisfied              |               |
| 5. Very Dissatisfied                  |               |

3f. How satisfied are you with the number of bus stops?

- |                                       |               |
|---------------------------------------|---------------|
| 1. Very Satisfied                     |               |
| 2. Somewhat Satisfied                 | 8. DON'T KNOW |
| 3. Neither Satisfied nor Dissatisfied | 9. REFUSED    |
| 4. Somewhat Dissatisfied              |               |
| 5. Very Dissatisfied                  |               |

3g. How satisfied are you with the signs and labeling that identify bus stops?

- |                                       |               |
|---------------------------------------|---------------|
| 1. Very Satisfied                     |               |
| 2. Somewhat Satisfied                 | 8. DON'T KNOW |
| 3. Neither Satisfied nor Dissatisfied | 9. REFUSED    |
| 4. Somewhat Dissatisfied              |               |
| 5. Very Dissatisfied                  |               |

3h. How satisfied are you with route maps or other information on where the buses go?

- |                                       |               |
|---------------------------------------|---------------|
| 1. Very Satisfied                     |               |
| 2. Somewhat Satisfied                 | 8. DON'T KNOW |
| 3. Neither Satisfied nor Dissatisfied | 9. REFUSED    |
| 4. Somewhat Dissatisfied              |               |
| 5. Very Dissatisfied                  |               |

4a. Next, people with disabilities often have special transportation needs. How many people in your household, including yourself, have a disability that affects their use of transportation? That is, a limitation in ability to perform activities of daily living, or difficulty with seeing, hearing, or talking, or needing any assistive devices such as a wheelchair, cane, or prosthesis, or having a mental or emotional disability.

\_\_\_\_\_ Number of people with a disability that affects use of transportation.

- 77. NONE (Skip to Question N 5a)
- 88. DON'T KNOW (Skip to Question N 5a)
- 99. REFUSED (Skip to Question N 5a)

4b. What type of disability(ies) do you and/or they have?

\_\_\_\_\_

4c. What form of transportation do you and/or they usually use? Do they...

- |  |                                       |
|--|---------------------------------------|
| 1. Drive themselves in a personal car, pickup, or SUV; | 6. Some other form of transportation? |
| 2. Ride with others in a personal car, pickup, or SUV; | 7. DON'T KNOW                         |
| 3. Use public transportation or van service;           | 8. REFUSED                            |
| 4. Walk  |                                       |
| 5. Bicycle; or use                                     |                                       |

4d. During the past 12 months, how many times were they not able to get to a desired destination because of a lack of transportation?

\_\_\_\_\_ Number of times

- 88. DON'T KNOW
- 99. REFUSED

The next questions ask about public transportation. This means all buses, or paratransit vehicles, or other agency vans that are available to help you get around town.

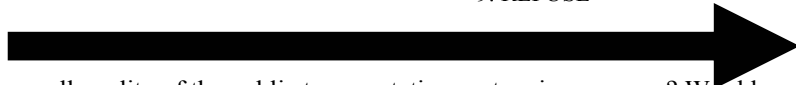
5a. Do you have any public transportation available in your area?

- |                     |               |
|---------------------|---------------|
| 1. Yes (SKIP TO Q6) | 8. DON'T KNOW |
| 2. No               | 9. REFUSED    |

5b. Would you use public transportation if it were available in your area?

- |        |               |
|--------|---------------|
| 1. Yes | 8. DON'T KNOW |
| 2. No  | 9. REFUSE     |

SKIP TO Q16



6. How would you rate the overall quality of the public transportation system in your area? Would you say it is excellent, good, fair, or poor?

- |              |               |
|--------------|---------------|
| 1. Excellent |               |
| 2. Good      | 8. DON'T KNOW |
| 3. Fair      | 9. REFUSED    |
| 4. Poor      |               |

7a. In your opinion, how well does the public transportation system in your area do in meeting the needs of people who are disabled and dependent upon the public services for most of their transportation? Adequate, needs some improvement, or needs much improvement to meet the needs of those disabled persons?

- |                     |               |
|---------------------|---------------|
| 1. Adequate         | 8. DON'T KNOW |
| 2. Some Improvement | 9. REFUSED    |
| 3. Much Improvement |               |

7b. During the past 12 months, did you use any type of public transportation service in your area?

- |               |             |
|---------------|-------------|
| 1. Yes        |             |
| 2. No         | SKIP TO Q16 |
| 8. DON'T KNOW | SKIP TO Q16 |
| 9. REFUSED    | SKIP TO Q16 |



7c. How often do you use public transportation in your area? Would you say...

- |                           |               |
|---------------------------|---------------|
| 1. More than once a day   |               |
| 2. Once a day             | 8. DON'T KNOW |
| 3. 1-6 times a week       | 9. REFUSED    |
| 4. 1-3 times a month      |               |
| 5. Less than once a month |               |
| 6. One time only          |               |

7d. Compared to a year ago, do you think the public transportation services in your area are...

- |                    |               |
|--------------------|---------------|
| 1. Much Better     |               |
| 2. Somewhat Better | 8. DON'T KNOW |
| 3. About the Same  | 9. REFUSED    |
| 4. Somewhat Worse  |               |
| 5. Much Worse      |               |

During the past 12 months, how many times have any of the following situations happened to you when you've used public transportation in your area?

- 7e. Not being able to go somewhere when needed? \_\_\_\_\_ Number of times
- 7f. Being late for or missing an appointment or meeting? \_\_\_\_\_ Number of times
- 7g. Taking the wrong ride? \_\_\_\_\_ Number of times
- 7h. Becoming stranded away from home? \_\_\_\_\_ Number of times
- 7i. Having to wait a long time for a ride? \_\_\_\_\_ Number of times

7j. Overall, how satisfied are you with the public transportation service in your area? Would you say you are...

- 1. Very Satisfied
- 2. Somewhat Satisfied
- 3. Neither Satisfied nor Dissatisfied
- 4. Somewhat Dissatisfied
- 5. Very Dissatisfied
- 8. DON'T KNOW
- 9. REFUSED

8a. Next, please rate the current local public transportation services in the following areas:

Are the customer service persons friendly and helpful? Would you say always, mostly, sometimes, rarely, or never?

- 1. Always
- 2. Mostly
- 3. Sometimes
- 4. Rarely
- 5. Never
- 8. DON'T KNOW
- 9. REFUSED

8b. Are the bus/van drivers friendly and helpful?

- 1. Always
- 2. Mostly
- 3. Sometimes
- 4. Rarely
- 5. Never
- 8. DON'T KNOW
- 9. REFUSED

8c. Do the bus/van drivers get you to and from appointments on time?

- 1. Always
- 2. Mostly
- 3. Sometimes
- 4. Rarely
- 5. Never
- 8. DON'T KNOW
- 9. REFUSED

8d. Are the vehicles clean and well-maintained?

- 1. Always
- 2. Mostly
- 3. Sometimes
- 4. Rarely
- 5. Never
- 8. DON'T KNOW
- 9. REFUSED

9. What was the most common destination that you could **NOT** go to by public transportation?

- 1. Work
- 2. School
- 3. Shopping
- 4. Medical Care
- 5. Recreation
- 6. Friends or Family Homes
- 7. Church
- 8. Restaurants
- 9. Other: SPECIFY \_\_\_\_\_
- 10. NONE
- 88. DON'T KNOW
- 99. REFUSED

10. Do you have other transportation if public transportation service is **NOT** available for a trip that you have planned?

- 1. Yes
- 2. No
- 8. DON'T KNOW
- 9. REFUSED

11a. Would you pay more for public transportation services for long distance travel to places outside of the city?

- 1. Yes
- 2. No
- 8. DON'T KNOW
- 9. REFUSED

11b. If more public transportation were available for travel out of the city to the neighboring counties of Montgomery, Autauga, Lowndes, Elmore, and Macon counties that are around the City of Montgomery, how much more cost per ride would you be willing to pay?

- 1. Less than \$1
- 2. Less than \$2
- 3. Less than \$5
- 4. Less than \$10
- 5. \$10 or more
- 6. None
- 8. DON'T KNOW
- 9. REFUSED

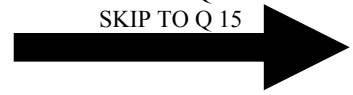
12. Do you have a physical limitation that requires special aids or equipment for transportation such as ramps, wheelchair lifts, tactile signs, Braille, audio aids, or driver assistance?

- 1. Yes
- 2. No

SKIP TO Q14c

- 8. DON'T KNOW
- 9. REFUSED

SKIP TO Q 15  
SKIP TO Q 15



13. What type of aids do you need for transportation?

14a. How satisfied are you with the announcing and call-out of the vehicle location and bus stops?

- 1. Very Satisfied
- 2. Somewhat Satisfied
- 3. Neither Satisfied nor Dissatisfied
- 4. Somewhat Dissatisfied
- 5. Very Dissatisfied

- 8. DON'T KNOW
- 9. REFUSED

14b. How satisfied are you with the visual aids, such as lighted signs, for people with limited hearing?

- 1. Very Satisfied
- 2. Somewhat Satisfied
- 3. Neither Satisfied nor Dissatisfied
- 4. Somewhat Dissatisfied
- 5. Very Dissatisfied

- 8. DON'T KNOW
- 9. REFUSED

15. Do you have any suggestions as to how local public transportation services could be improved to meet your needs or the needs of the people you know?

16. What is your age?

\_\_\_\_\_ Years of age

- 999. REFUSED

17. Are you currently?

- 1. Employed for wages
- 2. Self-Employed
- 3. Unemployed for less than a year
- 4. Unemployed for more than a year
- 5. Retired
- 6. Student
- 7. Homemaker
- 8. Other: SPECIFY \_\_\_\_\_
- 9. REFUSED

18. What is your household's total combined yearly income before taxes?

- 1. Under \$10,000
- 2. \$10,000 to less than \$20,000
- 3. \$20,000 to less than \$30,000
- 4. \$30,000 to less than \$40,000
- 5. \$40,000 to less than \$50,000
- 6. \$50,000 to less than \$60,000
- 7. \$60,000 to less than \$70,000
- 8. \$70,000 to less than \$80,000
- 9. \$80,000 or more

- 88. DON'T KNOW
- 99. REFUSED

19. How would you describe your race?

- 1. White
- 2. African American
- 3. Asian
- 4. American Indian
- 5. Hispanic

- 6 Other: SPECIFY \_\_\_\_\_
- 8. DON'T KNOW
- 9. REFUSED

20. In what city and county do you live?

\_\_\_\_\_ (city) \_\_\_\_\_ (county)

21. How many people are currently living in your household?

\_\_\_\_\_ Number of people

- 88. DON'T KNOW
- 99. REFUSED

22. How many children 17 or younger are currently living in your household?

\_\_\_\_\_ Number of children

- 88. DON'T KNOW
- 99. REFUSED

23. Finally, during the past 12 months, was there any time where you did not have telephone service in your household?

- 1. YES
- 2. NO

- 8. DON'T KNOW
- 9. REFUSED

24 RECORD RESPONDENT'S SEX

- 1. Male
- 2. Female

That was the last question. Thank you for your cooperation in this important study. Goodbye.