Appendix 4A Community Survey Results
Introduction
The Connecting Progress Community Survey was conducted from March 13 to April 13, 2018. The survey was available online only through Survey Monkey and a total of 517 valid responses were received. The questions were structured to divide respondents into three groups: general public transit riders, general public non-riders, and agency representatives.

The final section of the survey was a series of tradeoff questions on what they would like to see out of a redesigned system. These questions were asked of all respondents.

Results from General Public Transit Riders
Results from General Public Transit Non-Riders

When would you use transit?  
(Can select more than one)

- Other answers, 26%
- If I can save money, 31%
- More bus amenities/safer, 34%
- If I did not have a car, 48%
- If trip was similar to driving, 57%
Results from Agency Representatives

What factors are most important for choosing transit?  
(Can select more than one)

- Safe/security, 42%
- Frequent service, 53%
- Competitive travel times, 58%
- Convenience, 76%
- Economic, 36%
- Passenger comfort, 17%
- Others answers, 5%

What issues do your constituents face?  
(Can select more than one)

- Bus does not go where needed, 44%
- Inadequate weekend service, 38%
- Long wait times, 35%
- Service ends too early, 35%
- Bus too infrequent, 32%
- Bus too slow, 21%
- Stop amenities/safety, 17%
- Other answers, 15%
Results from Tradeoff Questions

**Frequency vs Coverage**

- **Users**: 52% More Coverage, 48% More Frequency
- **Non-Users**: 45% More Coverage, 55% More Frequency
- **Agency**: 64% More Coverage, 36% More Frequency

**Frequency vs Span**

- **Users**: 31% More Frequency, 69% More Span
- **Non-Users**: 47% More Frequency, 53% More Span
- **Agency**: 26% More Frequency, 74% More Span
### Flag Stops vs Designated Stops

- **Users**
  - Allow Flags: 52%
  - Designated Stops Only: 48%

- **Non-Users**
  - Allow Flags: 41%
  - Designated Stops Only: 59%

- **Agency**
  - Allow Flags: 46%
  - Designated Stops Only: 54%

### One-seat ride vs frequent but with transfers

- **Users**
  - One-seat ride: 24%
  - More frequency but with transfers: 76%

- **Non-Users**
  - One-seat ride: 44%
  - More frequency but with transfers: 56%

- **Agency**
  - One-seat ride: 42%
  - More frequency but with transfers: 58%
Bi-directional service vs one-way coverage loops

<table>
<thead>
<tr>
<th>Category</th>
<th>Bi-directional service</th>
<th>One-way coverage loops</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>Non-Users</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>Agency</td>
<td>51%</td>
<td>49%</td>
</tr>
</tbody>
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