

## INTER OFFICE MEMO

**To:** Marketing, Planning, & Legislative Committee

**Date:** 06/27/2022

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: FY 2022-23 Short Range Transit Plan Update**

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### **Background:**

The Short Range Transit Plan (SRTP) is County Connection's operations and financial planning document. In order to effectively execute planning and programming responsibilities, the Metropolitan Transportation Commission (MTC) requires each transit operator receiving federal funding through the Regional Transportation Improvement Program (TIP) to prepare, adopt, and submit an SRTP to MTC every four years in order to remain eligible to receive federal funding. Revised guidelines were established as a result of the COVID-19 pandemic and narrow the scope to a five-year planning horizon with a focus on financial and service planning.

### **On Board Survey:**

As part of the SRTP update, County Connection will undertake passenger surveys with a purpose of collecting demographic and trip origin/destination data used to support future local and regional transit planning efforts. The survey will include questions related to demographic information, travel pattern/choice information and service quality. Additionally, questions related to current and future remote working will be included as part of the survey to better understand post-pandemic commute patterns for improved service planning. The survey will be conducted both onboard the buses and online. The onboard survey is aimed to capture the travel patterns of our existing riders while the online survey will help reach a wider audience to capture former riders who have not yet returned to transit as well as potential new riders in the region.

The survey is planned to be conducted for a period of 3-4 weeks in August to coincide with the start of the new school year. The survey will be available in English and Spanish for both the onboard and online versions.

### **Financial Implications:**

None, for information only.

### **Recommendation:**

None, for information only.

### **Action Requested:**

None, for information only.

### **Attachments:**

Attachment 1: Sample County Connection Onboard Survey 2022 English

# ON-BOARD SURVEY

## DEAR RIDER:

Please take a minute to fill this survey out and help us plan for your transit needs. It will only take five minutes. Place the survey in the yellow envelope as you exit the bus, or hand it to the person who gave it to you.

Thank you!

### 1. What route are you on right now?

\_\_\_\_\_

### 2. Where are you going now?

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home     | <input type="checkbox"/> <sub>5</sub> Social/ Recreational  |
| <input type="checkbox"/> <sub>2</sub> Work     | <input type="checkbox"/> <sub>6</sub> Healthcare            |
| <input type="checkbox"/> <sub>3</sub> School   | <input type="checkbox"/> <sub>7</sub> Other (specify) _____ |
| <input type="checkbox"/> <sub>4</sub> Shopping |   |

### 3. Where are you coming from?

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> Home     | <input type="checkbox"/> <sub>5</sub> Social/Recreational   |
| <input type="checkbox"/> <sub>2</sub> Work     | <input type="checkbox"/> <sub>6</sub> Healthcare            |
| <input type="checkbox"/> <sub>3</sub> School   | <input type="checkbox"/> <sub>7</sub> Other (specify) _____ |
| <input type="checkbox"/> <sub>4</sub> Shopping |   |

### 4. How did you get from home to your first bus stop today? (Check only **ONE**)

- <sub>1</sub> Walked – how many minutes? \_\_\_\_\_
- <sub>2</sub> Used a wheelchair or scooter – how many minutes? \_\_\_\_\_
- <sub>3</sub> Rode my bicycle – how many miles? \_\_\_\_\_
- <sub>4</sub> Drove my car – how many miles? \_\_\_\_\_
- <sub>5</sub> Someone gave me a ride – how many miles? \_\_\_\_\_
- <sub>6</sub> Other (specify) \_\_\_\_\_

### 5. Did you transfer to connect to this bus?

- <sub>1</sub> No
- <sub>2</sub> Yes – Which route? \_\_\_\_\_

### 6. How many total transfers will you make on this one-way trip?

- |  |   |
|--|---|
| <input type="checkbox"/> <sub>1</sub> None | <input type="checkbox"/> <sub>3</sub> Two           |
| <input type="checkbox"/> <sub>2</sub> One  | <input type="checkbox"/> <sub>4</sub> Three or more |

### 7. How often do you ride County Connection?

- |   |   |
|---|---|
| <input type="checkbox"/> <sub>1</sub> One day a week  | <input type="checkbox"/> <sub>3</sub> 3-4 days a week       |
| <input type="checkbox"/> <sub>2</sub> 2-3 days a week | <input type="checkbox"/> <sub>4</sub> 5 or more days a week |

### 8. What is your primary reason for choosing County Connection for this trip?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Cost                  | <input type="checkbox"/> <sub>4</sub> Avoiding traffic/parking         |
| <input type="checkbox"/> <sub>2</sub> Convenience           | <input type="checkbox"/> <sub>5</sub> Not able to drive                |
| <input type="checkbox"/> <sub>3</sub> Lack of Car           | <input type="checkbox"/> <sub>6</sub> Prefer public transit to driving |
| <input type="checkbox"/> <sub>7</sub> Other (specify) _____ |  |

### 9. How did you pay your fare today?

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Cash         | <input type="checkbox"/> <sub>5</sub> Employer/School pass           |
| <input type="checkbox"/> <sub>2</sub> Clipper Card | <input type="checkbox"/> <sub>6</sub> Amtrak/ACE Transfer            |
| <input type="checkbox"/> <sub>3</sub> Promo        | <input type="checkbox"/> <sub>7</sub> No fare required on this route |
| <input type="checkbox"/> <sub>4</sub> Monthly Pass | <input type="checkbox"/> <sub>8</sub> Other (specify) _____          |

### 10. How would you have made this trip if County Connection had not been available?

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Drive own vehicle                    | <input type="checkbox"/> <sub>4</sub> Ride bicycle       |
| <input type="checkbox"/> <sub>2</sub> Carpool/vanpool                      | <input type="checkbox"/> <sub>5</sub> Walk               |
| <input type="checkbox"/> <sub>3</sub> Taxi/Uber/Lyft                       | <input type="checkbox"/> <sub>6</sub> Wouldn't make trip |
| <input type="checkbox"/> <sub>7</sub> Get a ride with friend/family member |  |
| <input type="checkbox"/> <sub>8</sub> Other (specify) _____                |  |

### 11. What is your approximate annual household income?

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Less than \$10,000   | <input type="checkbox"/> <sub>5</sub> \$50,000 to \$74,999   |
| <input type="checkbox"/> <sub>2</sub> \$10,000 to \$24,999 | <input type="checkbox"/> <sub>6</sub> \$75,000 to \$99,999   |
| <input type="checkbox"/> <sub>3</sub> \$25,000 to \$34,999 | <input type="checkbox"/> <sub>7</sub> \$100,000 to \$149,000 |
| <input type="checkbox"/> <sub>4</sub> \$35,000 to \$49,999 | <input type="checkbox"/> <sub>8</sub> \$150,000 or more      |

### 12. How many people live in your household and in which Zip Code?

- Zip Code \_\_\_\_\_ # People in Household \_\_\_\_\_
- #People who work full time \_\_\_\_\_
- #People who work part time \_\_\_\_\_

### 13. Are you Hispanic or Latino?

- <sub>1</sub> Yes  <sub>2</sub> No

### 14. Which of the following do you most identify with?

- <sub>1</sub> White
- <sub>2</sub> Black/African American
- <sub>3</sub> Asian
- <sub>4</sub> Native Hawaiian/Pacific Islander
- <sub>5</sub> American Indian/Alaskan Native
- <sub>6</sub> Multiracial
- <sub>7</sub> Other (specify) \_\_\_\_\_

**15. Do you speak a language other than English at home?**

- <sub>1</sub> No  
<sub>2</sub> Yes ► indicate language:  
<sub>3</sub> Spanish    <sub>4</sub> Tagalog    <sub>5</sub> Farsi  
<sub>6</sub> Vietnamese    <sub>7</sub> Chinese  
<sub>8</sub> Other (specify) \_\_\_\_\_

**16. How well do you speak English?**

- <sub>1</sub> Very well    <sub>3</sub> Not well  
<sub>2</sub> Acceptable    <sub>4</sub> Not at all

**17. What is your gender?**

- <sub>1</sub> Male    <sub>2</sub> Female    <sub>3</sub> Other

**18. What is your age?**

- <sub>1</sub> Under 18    <sub>3</sub> 36 to 55    <sub>5</sub> 75 or older  
<sub>2</sub> 19 to 35    <sub>4</sub> 56 to 74

**19. How do you typically obtain schedule information and updates about County Connection? (Check all that apply)**

- <sub>1</sub> Printed schedule    <sub>6</sub> Social Media  
<sub>2</sub> County Connection website    <sub>7</sub> Bus driver  
<sub>3</sub> At the bus stop    <sub>8</sub> Friends/Family  
<sub>4</sub> Mobile app    <sub>9</sub> Customer service call center  
<sub>5</sub> Bus Tracker real-time info  
<sub>10</sub> Other (specify) \_\_\_\_\_

**20. What is your employment status?**

- <sub>1</sub> Employed full-time    <sub>3</sub> Retired  
<sub>2</sub> Employed part-time    <sub>4</sub> Not employed

**21. Are you a student?**

- <sub>1</sub> Full-time student    <sub>3</sub> Not a student  
<sub>2</sub> Part-time student

**22. In the last month, typically how many days of the week did you work or attended classes remotely?**

- <sub>1</sub> Completely on-site    <sub>4</sub> Completely remote  
<sub>2</sub> 1-2 days a week    <sub>5</sub> N/A  
<sub>3</sub> 3-4 days a week

**23. In the next year, how many days of the week will you work or attend classes remotely?**

- <sub>1</sub> Completely on-site    <sub>4</sub> Completely remote  
<sub>2</sub> 1-2 days a week    <sub>5</sub> N/A  
<sub>3</sub> 3-4 days a week

**24. How do you access the Internet?**

- <sub>1</sub> Smartphone    <sub>3</sub> Tablet  
<sub>2</sub> Computer    <sub>4</sub> I don't access the internet

**25. If you could only choose one thing to improve County Connection service, what would you pick?**

- <sub>1</sub> Nothing    <sub>5</sub> More reliable service  
<sub>2</sub> More frequent service    <sub>6</sub> Cheaper fares  
<sub>3</sub> Faster service    <sub>7</sub> Cleaner buses or stops  
<sub>4</sub> Buses run earlier or later    <sub>8</sub> More service on weekends  
<sub>9</sub> Other (specify) \_\_\_\_\_

**26. How do you rate County Connection in the following areas?**

Characteristics	Poor 1	Fair 2	Neutral 3	Good 4	Excellent 5
a. On-time/reliability	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
b. Frequency of service	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
c. Time service begins	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
d. Time service ends	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
e. Length of trip	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
f. Driver courtesy	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
g. Connections with other buses/transit	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
h. Condition of buses	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Thank you**  
**for your participation in this survey.**  
**Your responses will be kept strictly confidential.**

