

Western Reserve Transit Authority (WRTA) is working with Trumbull County to introduce new transit service in Trumbull County and we need your input! We appreciate if you could take a few minutes to complete this survey, which will let us know if you are interested in riding transit and, if so, where you need to go and when you need to get there. Your feedback will enable WRTA to design transportation services that meet your needs and the needs of other Trumbull County residents.

For participating in the survey and providing your contact information, you will be entered into a drawing for one of four \$50 Visa gift cards.

If you need help taking the survey for any reason, you can contact us by e-mail at wрта-survey@civictmapper.com.

Please note that any personal information you provide as part of this survey will be kept confidential and only used to improve transportation services.

About WRTA's existing transit services

While most of WRTA's existing bus service is centered around Youngstown, there are a few routes currently operating in Trumbull County. Route #28, the *Warren Express*, connects Warren and Youngstown.

Through a demonstration project, WRTA provides Trumbull County with six bus routes (including ADA paratransit), which provide hourly fixed route service into downtown Warren from the surrounding communities. WRTA also provides advanced reservation shared-ride service on weekdays throughout Trumbull County.

The existing demonstration project routes could be the basis for permanent fixed-route bus service in Trumbull County. Additionally, there is a potential for new routes that run from Warren to Kent State's Trumbull Campus, from Warren to Lordstown, and between Girard and Hubbard.

There are areas in Trumbull County that there is not enough demand for fixed-route service and too much demand for Countywide service. Micro-transit service zones would provide service in these areas. Examples are Girard, Hubbard, Newton Falls, Cortland, and the Youngstown-Warren Regional Airport. Micro transit service zones are specific areas in Trumbull County that would be served using small vehicles. The service would be flexible, curb-to-curb, same-day and on-demand. The service would be designed to have at least one fixed point where riders could connect with fixed route service or another zone.

SURVEY QUESTIONS

1. Where are you traveling from?

Please indicate **one** place you travel **from**, like your home. You can provide a specific address or the name of your neighborhood or town.

2. Where do you need to go?

Where are the places you need to go? What key destinations are important to you? This might include your place of work, the grocery store, doctor’s office, or school. Please indicate at least one (1) and up to five (5) places or addresses that you need to travel to.

3. Do you currently use public transportation or are interested in using public transportation in the future?

Yes No

4. How do you (or would you) use public transit?

Daily Multiple trips per day Several times a week No more than once a week
 Rarely, maybe a couple times a year Would not ride

5. What times of day do you (or would you) typically use public transportation?

Mornings Afternoons Evenings Throughout the day Would not ride

6. What are you (or would you) be typically using transit for?

Commuting/Work School Shopping/Errands Medical Appointments Family
 Social Would not ride Other, please specify: _____

7. When you are not traveling by public transportation, how do you get around?

Private Car Walking Biking Taxi Shuttles (university, parking, etc.)
 Uber, Lyft, Zipcar Carpool Vanpool I only use public transportation
 Other, please list _____

8. If you choose not to use public transportation, what are your reasons?

I ride transit It isn't reliable enough
 There is no service at the times I need it It costs too much
 It doesn't come often enough It is too slow
 It is not available where I am travelling to/from
 Getting to the stops/stations is unsafe due to poor or no sidewalks, poor lighting, etc.
 Stops/stations lack amenities such as shelters, benches, lighting, sidewalks, etc.
 I usually need to carry too many things
 I don't understand how to use it
 Other, please specify: _____

The draft Trumbull County Service Plan contains three types of transit services to serve the County:

- **Fixed-Route service**, which is to say, buses that follow the same routes, serve the same destinations, and operate according to a published schedule
- **Micro-transit service**, which is to say, small vehicles operating in a specific area providing shared-ride flexible service. Customers would reserve a ride for the same day by calling or using

an app. The service would be curb-to-curb and have at least one fixed timepoint where riders can connect to fixed route or other zone services.

- **Countywide service**, which is to say, shared-ride service that requires a 24-hour advanced reservation.

9. Let us know if you use, or are interested in using any of these types of service.

- Fixed-Route (bus) Micro-transit (shared ride, curb-to-curb)
 Countywide(shared ride, curb-to-curb) Would not use

10. Please indicate the degree in which you agree or disagree with the following statements about fixed route service.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I prefer to be able to travel to more places than be able to travel more often.	<input type="radio"/>				
I prefer transit to be available throughout the day and evening, even if it is available less frequently (longer wait times between trips, fewer trips).	<input type="radio"/>				
I prefer transit to be available all throughout the day and evening, even if does not serve a lot of destinations.	<input type="radio"/>				
I prefer transit that takes me to my destination on the most direct and fastest route possible, even if it means I have to transfer from one vehicle to another.	<input type="radio"/>				

11. Please indicate the degree in which you agree or disagree with the following statements about shared-ride route service.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I prefer to reserve my shared-ride trips 24-hours in advance.	<input type="radio"/>				
I prefer to be able to schedule 24-hours in advance and schedule same-day trips.	<input type="radio"/>				
I prefer to schedule my trips on-demand (same-day scheduling).	<input type="radio"/>				
I prefer to be able to get to a wider range of places, even if it means overall higher fares and less service availability (longer wait times).	<input type="radio"/>				
I prefer to be able to get to a wider range of places, even it means I will wait longer for a ride.	<input type="radio"/>				

I prefer shared-ride service to be available for a longer period of time throughout the entire day, even it means there won't be as many places I can get to (a limited service area).	<input type="radio"/>				
I prefer shared-ride service takes me on the most direct route, fastest possible, even if it means I must transfer vehicles.	<input type="radio"/>				

Tell us just a little about you. *This information will help us make sure we're collecting responses from everyone, and will remain anonymous.*

12. How old are you?

- Under 12 years old 12-17 18-24 25-34 35-44 45-54 55-64
 65-74 75 years or older Prefer not to answer

13. Gender

- Male Female Gender non-conforming Prefer not to answer

14. Race

- White Hispanic, Latino, or Spanish Black or African American Asian
 American Indian or Alaskan Native Middle Eastern or North African
 Native Hawaiian of Other Pacific Islander Prefer not to answer
 Other, please specify: _____

15. Income

- Less than \$20,000 \$20,001 – \$34,999 \$35,000 – \$49,999 \$50,000 – \$74,999
 \$75,000 – \$99,999 \$100,000 or more Prefer not to answer

16. Disability - Do you have a disability that makes traveling challenging?

- No disability Vision Hearing Mobility Speech
 Prefer not to answer Other, please specify: _____

17. Zipcode: _____

18. If you are interested in resources or programs that help you learn how to use public transportation, please provide your e-mail address, or telephone number:

19. Questions? Comments? Anything else you want to add about transit in the region?

20. If you are interested in entering a drawing for a gift card, please provide:

Name: _____ **Telephone Number:** _____