



Sullivan County Transportation Rider Survey

Sullivan County Transportation (SCT) currently provides public transportation service in [Charlestown](#), [Claremont](#), and [Newport](#) and facilitates a volunteer driver program throughout [Sullivan County](#). With local and regional partners, **SCT is looking to engage the community** in a discussion of transportation needs and how public transportation can best fit into the fabric of the community now and into the future. **Please help by completing this survey!**

1. Where did your trip start (address, nearest intersection, or landmark)?

2. How did you get to the bus stop? (select only 1)

- Walk
- Ride a bike
- Drive
- Carpool
- Wheelchair
- Uber/Lyft
- Get Dropped Off
- Other _____

3. Thinking about the bus stop you used to access the bus today, which improvements do you think are most necessary? Place an X in every improvement and its status as listed across the top.

Improvement	Already present	Needed now	Needed later	Not needed
Sign visibility from a distance				
ADA accessibility				
Sidewalk/crosswalk connectivity to stop				
Schedule information on sign				
Bike rack				
Lighting				
Shelter				
Bench				
Safety				
Uniformity of all SCS bus stops				

4. Where will your trip end? (address, nearest intersection, or landmark)?

5. How will you get from the bus stop to your destination? (select only 1)

- Walk
- Ride a bike
- Drive
- Carpool
- Wheelchair
- Uber/Lyft
- Get Dropped Off
- Other _____

6. Did you need to transfer between bus routes to get to your destination?

- Yes
- No

7. Did you use a wheelchair, scooter, or walker during your trip?

- Yes
- No

8. Did you use the bike racks on your trip?

- Yes
- No

9. What is the purpose of your trip today? (select only 1)

- Work
- School/College/Training
- Medical
- Social/Fun/Entertainment
- Other _____
- Shopping/errands

10. Typically, how often do you ride the bus?

- This is my first time
- A few times a month or less
- 1-4 trips per week
- 5 or more trips per week

11. How long have you been using bus service in Sullivan County?

- This is my first day
- 0 to 6 months
- 7 months to less than 1 year
- 1 to 2 years
- 2 to 5 years
- More than 5 years

12. If bus service had not been available today, how would you have made this trip? (select only 1)

- Drive own vehicle
- Bike
- Ride with someone
- Walk
- Other public transit service
- Taxi
- Would not have made this trip
- Uber/Lyft

13. How would you rate your overall bus service experience over the past year?

- Very Good
- Average
- Good
- Poor

14. What is your primary reason for any level of satisfaction? (select only 1)

- Quality of service
- Ease of use
- The person who schedules the trip
- Convenience
- Cleanliness of vehicles
- Low cost
- I don't have another transportation option
- Safety
- Other (please specify) _____
- The driver



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15. What is your primary reason for any level of dissatisfaction? (select only 1)

- I had to wait too long
- Cleanliness
- I think it is too expensive
- The trip too long
- Safety
- It doesn't go where I need it to go
- It doesn't operate when I need it to operate
- Other: _____

16. Would you recommend SCS to your family and friends, and why?

- Yes
- No
- Why _____

17. Are there places that you would like to go on the bus where it doesn't go now?

- Yes to _____
- No

18. Are there times that you would like to ride the bus but it doesn't operate now?

- Yes (specify when) _____
- No

19. Which three of the following service improvements would make SCS service better for you? (select 3)

- More frequent service on existing routes
- Later evening service
- More benches and shelter at bus stops
- Improved on-time performance on existing routes
- More bike racks at bus stops
- More routes/services
- Improved security at stops and on buses
- Weekend service
- More visible bus stop signage
- Other _____

20. What would you like public transportation to look like in Sullivan County in the future?

21. What is your current employment status?

- Employed full-time
- Part-time student
- Employed part-time
- Full time Student
- Not currently employed
- Retired

22. What is your age?

- Under 18
- 55-64
- 18-24
- 65-74
- 25-34
- 75-84
- 35-54
- 85+

23. How many vehicles are available in your household?

- 0
- 2
- 1
- 3

24. Do you speak a language other than English at home, and if so, which one?

- Yes, at home I speak _____
- No

25. What is your annual household income?

- Under \$10,000
- \$30,000 - \$39,999
- \$10,000 - \$19,999
- \$40,000 - \$49,999
- \$20,000 - \$29,999
- \$50,000+

If you would like to be informed about the study as it progresses, please supply your email address in the space below:

Thank you for completing the survey and helping us improve transportation services in the region - now and into the future!

SCT website: <http://www.scsHELPS.org/transportation.htm>

SCT phone: 603.542.9609