Results Summary

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Add Filter... **Total:** 61
Visible: 61

2. Who are you?

1. User Survey (select one of the following choices, skip question 2 and 3 if answering this question)

	Response Percent	Response Total
Past Intercity Bus User	15.6%	5
Current Intercity Bus User	**43.8%**	**14**
Potential Intercity Bus User	**43.8%**	**14**
View Other (please specify)	12.5%	4
	Total Respondents	**32**
	(skipped this question)	29

2. Public Transportation Provider Survey (select one of the following choices, skip question 1 and 3 if answering this question)

	Response Percent	Response Total
Public Transit Agency	16.7%	5
Private for Profit Bus Operator	**50%**	**15**
Non-Profit Public Transportation Provider	30%	9
Public Transportation Brokerage	0%	0
Taxi Cab Service	0%	0
View Other (please specify)	3.3%	1
	Total Respondents	**30**
	(skipped this question)	31

3. Stakeholder Survey (select one of the following choices, skip question 1 and 2 if answering this question)

	Response Percent	Response Total
Local Government (i.e. city/town)	**16.7%**	**1**
Regional Government (i.e. RTPO/MPO)	**16.7%**	**1**
Tribal Government	**16.7%**	**1**

	Hospital/Medical Facility	**16.7%**	**1**
	K-12 Education	0%	0
	Vocational School	0%	0
	College/University	0%	0
	Senior Services	0%	0
	Disability Services	0%	0
	Low-Income Services	**16.7%**	**1**
	Family/Social Services	0%	0
	Correctional Facility	0%	0
View	**Other (please specify)**	**16.7%**	**1**
		Total Respondents	**6**
		(skipped this question)	55

3. User Survey

4. Select the category or categories that best describe you.

	Response Percent	Response Total
Employed full-time	**84.2%**	**16**
Employed part time	10.5%	2
Student	10.5%	2
Homemaker	5.3%	1
Unemployed	0%	0
Retired	0%	0
Military	0%	0
Other (please specify)	0%	0
	Total Respondents	**19**
	(skipped this question)	42

5. How many persons, including yourself, are in your household?

	Response Percent	Response Total
1	15.8%	3
2	**42.1%**	**8**
3	15.8%	3
4 or more	26.3%	5
	Total Respondents	**19**
	(skipped this question)	42

6. How many vehicles, in working condition, are in your household?

	Response Percent	Response Total
None	5.3%	1
1	26.3%	5
2	**47.4%**	**9**
3 or more	21.1%	4
	Total Respondents	**19**
	(skipped this question)	42

7. How many persons in your household have a valid driver's license (count yourself)?

	Response Percent	Response Total
None	5.3%	1
1	26.3%	5
2	**47.4%**	**9**
3 or more	21.1%	4
	Total Respondents	**19**
	(skipped this question)	42

8. Have you used intercity bus passenger service (like Greyhound, Northwest Trailways, Olympic Bus Lines) within the last year or two?

	Response Percent	Response Total
Yes	44.4%	8
No - skip to question #13	**55.6%**	**10**
	Total Respondents	**18**
	(skipped this question)	43

9. If yes, how many separate intercity bus trips did you make over the past year? NOTE: a trip is defined as one way travel between two points. A round trip is therefore two trips.

	Response Percent	Response Total
1	25%	2
2-5	**50%**	**4**
6-10	12.5%	1
11 or more	12.5%	1
	Total Respondents	**8**
	(skipped this question)	53

10. What was the purpose of your most recent or typical intercity bus trip?

	Response Percent	Response Total
Work	**40%**	**4**
Shopping	0%	0
School	0%	0
Social/recreational	**40%**	**4**
Personal business	20%	2
Medical/health care	0%	0
Other (please specify)	0%	0
	Total Respondents	**10**
	(skipped this question)	51

11. Why did you choose to go by bus on your most recent or typical intercity bus trip (check all that apply)?

	Response Percent	Response Total
Most affordable option	**70%**	**7**
Less stressful	40%	4
Safer than other options	0%	0
Avoid parking costs	10%	1
Convenient schedule	20%	2
Convenient pick up and/or drop off location	10%	1
View Other (please specify)	20%	2
	Total Respondents	**10**
	(skipped this question)	51

12. Based on your most recent or typical intercity bus experience, please rate the following:

	Excellent	Good	Fair	Poor	N/A	Response Average
Dependability/Consistency of service	20% (2)	**60% (6)**	20% (2)	0% (0)	0% (0)	**2.00**
Courtesy and helpfulness of bus drivers	30% (3)	30% (3)	**40% (4)**	0% (0)	0% (0)	**2.10**
Courtesy and helpfulness of bus terminal employees	10% (1)	30% (3)	**40% (4)**	10% (1)	10% (1)	**2.56**
Comfort of bus	20% (2)	30% (3)	**40% (4)**	10% (1)	0% (0)	**2.40**
Physical amenities (terminal/bus stop)	10% (1)	20% (2)	30% (3)	**40% (4)**	0% (0)	**3.00**
Availability of schedule and fare information	30% (3)	**40% (4)**	30% (3)	0% (0)	0% (0)	**2.00**
Accuracy of service and schedule	30% (3)	**40% (4)**	30% (3)	0% (0)	0% (0)	**2.00**

information						
Service for passengers with disabilities	0% (0)	10% (1)	10% (1)	10% (1)	**70% (7)**	**3.00**
					Total Respondents	**10**
					(skipped this question)	51

13. Do any other members of your household use intercity public transportation?

	Response Percent	Response Total
None	**72.2%**	**13**
1	16.7%	3
2	11.1%	2
3 or more	0%	0
	Total Respondents	**18**
	(skipped this question)	43

14. Please arrange the following in order of importance to you when choosing to take a trip on intercity public transportation:

	1st	2nd	3rd	4th	5th	6th	Response Average
Bus route	**56% (10)**	6% (1)	17% (3)	11% (2)	0% (0)	11% (2)	**2.28**
Number of transfers	12% (2)	6% (1)	**24% (4)**	**24% (4)**	18% (3)	18% (3)	**3.82**
Cheap fares	11% (2)	11% (2)	17% (3)	17% (3)	**28% (5)**	17% (3)	**3.89**
# of trips per day	6% (1)	29% (5)	**35% (6)**	12% (2)	18% (3)	0% (0)	**3.06**
Availability of service info	12% (2)	6% (1)	0% (0)	18% (3)	24% (4)	**41% (7)**	**4.59**
Bus schedule	6% (1)	**44% (8)**	11% (2)	22% (4)	11% (2)	6% (1)	**3.06**
						Total Respondents	**18**
						(skipped this question)	43

15. Whether you have used intercity bus transportation or not, where are you most likely to look for information about intercity bus service (select no more than two)?

	Response Percent	Response Total
Bus terminal agent	5.6%	1
Telephone	11.1%	2
Riders guide/pocket schedule	27.8%	5
Internet/website	**94.4%**	**17**
Word-of-mouth	5.6%	1
Don't know	5.6%	1
Other (please specify)	0%	0

Total Respondents	**18**
(skipped this question)	43

16. How far do you live from the nearest intercity bus terminal or agency?

	Response Percent	Response Total
Less than 1 mile	11.1%	2
1 to 10 miles	**72.2%**	**13**
11 to 15 miles	0%	0
16 to 25 miles	5.6%	1
Over 25 miles	5.6%	1
Don't know	5.6%	1
Total Respondents		**18**
(skipped this question)		43

17. If you were to take an intercity bus trip, how would you most likely reach the bus stop or terminal ?

	Response Percent	Response Total
Walk	0%	0
Bicycle	5.6%	1
Auto - driven by a friend, relative, neighbor, etc	5.6%	1
Auto - drive myself	**50%**	**9**
Taxi	0%	0
Local bus or transit system	38.9%	7
Other (please specify)	0%	0
Total Respondents		**18**
(skipped this question)		43

18. What are the reasons why you would NOT choose to take an intercity bus on your next trip (check all that apply)?

	Response Percent	Response Total
Have alternative transportation	44.4%	8
Doesn't go where I want to go	66.7%	12
Too expensive	22.2%	4
Inconvenient schedule	**94.4%**	**17**
Trip takes too long	72.2%	13
Don't like transferring between buses	33.3%	6

Too far/inconvenient location of terminal or bus stop	44.4%	8
Feel unsafe at terminal or bus stop	27.8%	5
Not accessible by wheelchair or because of disability	0%	0
Don't know/not applicable	0%	0
Information about services are hard to find or inaccurate	27.8%	5
	Total Respondents	**18**
	(skipped this question)	43

19. If you selected 'Inconvenient Schedule' in question #18, please tell us what schedule would work best for you:

View	**Total Respondents**	**16**
	(skipped this question)	45

20. If you selected 'Doesn't go where I want to go' in question #18, please tell us where you would like it to go:

View	**Total Respondents**	**9**
	(skipped this question)	52

21. Compared to driving, intercity bus fares are:

	Response Percent	Response Total
Less expensive	**31.8%**	**7**
About the same	**31.8%**	**7**
More expensive	13.6%	3
Don't know	22.7%	5
	Total Respondents	**22**
	(skipped this question)	39

4. Provider Survey

22. What types of service(s) do you provide? Select all that apply.

	Response Percent	Response Total
Local general public fixed route	33.3%	6
Local deviating fixed route	16.7%	3
Regularly scheduled intercity service	**72.2%**	**13**
Charter service	55.6%	10
Dial-a-Ride/demand response	44.4%	8

Subscription service	16.7%	3
School/pupil transportation	5.6%	1
Medical transportation	27.8%	5
Program specific transportation	16.7%	3
View Other(s)	33.3%	6
	Total Respondents	**18**
	(skipped this question)	43

23. How many vehicles do you have in your fleet?

	Response Percent	Response Total
0	0%	0
1-5	16.7%	3
6-10	27.8%	5
11-15	0%	0
16-20	16.7%	3
More than 20	**38.9%**	**7**
	Total Respondents	**18**
	(skipped this question)	43

24. What community(ies) do you serve?

View	**Total Respondents**	**18**
	(skipped this question)	43

25. Do your services make connections with any intercity bus, rail, air, or ferry services?

	Response Percent	Response Total
Yes	**83.3%**	**15**
No	16.7%	3
	Total Respondents	**18**
	(skipped this question)	43

26. If yes, please name the services and communities in which there are connections.

View	**Total Respondents**	**15**
	(skipped this question)	46

27. Do you coordinate schedules with any intercity bus, rail, air, or ferry services?

	Response Percent	Response Total
Yes	**61.1%**	**11**
No	38.9%	7
	Total Respondents	**18**
	(skipped this question)	43

28. If yes, please name those services and communities in which schedules are coordinated.

View	**Total Respondents**	**12**
	(skipped this question)	49

29. Do you share/utilize passenger facilities with any intercity bus, rail, air, or ferry services?

	Response Percent	Response Total
Yes	**50%**	**9**
No	**50%**	**9**
	Total Respondents	**18**
	(skipped this question)	43

30. If yes, please identify the facilities and which community (ies) they are in.

View	**Total Respondents**	**10**
	(skipped this question)	51

31. Based on actual ridership, market research, or other means, please indicate the most popular or needed intercity public transportation trip/origin pairs for individuals in your area. As appropriate, you may use a specific location (for example Walla Walla Communty College) or a city name (for example Kennewick).

		Response Percent	Response Total
View	**(Origin/Destination)**	**100%**	**16**
View	(Origin/Destination)	87.5%	14
View	(Origin/Destination)	62.5%	10
View	(Origin/Destination)	43.8%	7
View	(Origin/Destination)	25%	4
View	(Origin/Destination)	12.5%	2
	(Origin/Destination)	0%	0
	Total Respondents		**16**
	(skipped this question)		45

32. Are existing intercity public transportation services in your area meeting community needs?

	Response Percent	Response Total
Usually	11.8%	2
Sometimes	**52.9%**	**9**
Service not available	11.8%	2
Don't know	23.5%	4
	Total Respondents	**17**
	(skipped this question)	44

33. If current intercity public transportation services are not meeting some or all needs, what new service(s) or modification(s) of existing service would resolve these unmet needs?

View **Total Respondents** **12**

(skipped this question) 49

34. Do you provide demand response, program specific, or medical transportation services outside of your region? If yes, for what trip purpose(s)?

	Response Percent	Response Total
Work	10%	1
Shopping	30%	3
School	20%	2
Social or recreation activities	20%	2
Personal business	30%	3
Medical/health care	**80%**	**8**
View Other (please specify)	10%	1
	Total Respondents	**10**
	(skipped this question)	51

35. If yes to question #34, to what areas?

View **Total Respondents** **9**

(skipped this question) 52

36. If yes, who is eligible?

View **Total Respondents** **8**

(skipped this question) 53

37. Are you aware of any recent plans or related efforts in your region that have addressed or may have an impact upon intercity and/or rural-to-urban public transportation services or

facilities? If yes, please provide the title and year published.

View **Total Respondents**	**6**
(skipped this question)	55

38. If yes, please tell us where we can obtain additional information in regard to such documents of efforts (i.e. name of organization that published the document, link to online document, etc).

View **Total Respondents**	**2**
(skipped this question)	59

39. What is your current involvement or interest in the following elements of intercity public transportation?

	Interested	Not sure or not applicable	Not interested	Already doing it	Response Average
Intercity provider	**41% (7)**	12% (2)	6% (1)	**41% (7)**	**1.40**
Feeder service	**53% (9)**	0% (0)	6% (1)	41% (7)	**1.20**
Intermodal terminal partnership	**35% (6)**	**35% (6)**	6% (1)	24% (4)	**1.62**
Throughway or interlined carrier agreement with Amtrak and/or Greyhound	**38% (6)**	31% (5)	6% (1)	25% (4)	**1.58**
				Total Respondents	**18**
				(skipped this question)	43

40. Please describe how you currently market your transportation services to your customers or the community at large.

View **Total Respondents**	**14**
(skipped this question)	47

41. I would like someone to contact me to discuss this project in greater detail.

	Response Percent	Response Total
Yes	**77.8%**	**14**
No	22.2%	4
	Total Respondents	**18**
	(skipped this question)	43

5. Stakeholder Survey

42. How important is intercity public transportation service to accomplishing the mission or purpose of your organization?

	Response Percent	Response Total

Very important	**75%**	**3**
Somewhat important	0%	0
Not important	25%	1
Not sure	0%	0
	Total Respondents	**4**
	(skipped this question)	57

43. Do the individuals you represent or work with need to travel outside of your community? Select all that apply.

	Response Percent	Response Total
To connect with other intercity transportation providers	**75%**	**3**
Long distance commuting to work	0%	0
To and/or from medical services/facilities	50%	2
To and/or from school	0%	0
To and/or from a military base	0%	0
To and/or from shopping, goods, and/or services	50%	2
For recreational/tourism	**75%**	**3**
To attend to the needs of friends and/or relatives	50%	2
To and/or from a correctional facility	0%	0
To and/or from a vocational job training site	25%	1
No, I am not aware of any such needs	25%	1
Other (please specify)	0%	0
	Total Respondents	**4**
	(skipped this question)	57

44. Are existing intercity public transportation services in your area meeting these needs?

	Response Percent	Response Total
Usually	**50%**	**2**
Sometimes	**50%**	**2**
Service is not available	0%	0
Don't know	0%	0
	Total Respondents	**4**
	(skipped this question)	57

45. If current intercity public transportation services are not meeting in your area, what new

service(s) or modification(s) of existing service would resolve these unmet needs?

View	**Total Respondents**	**3**
	(skipped this question)	58

46. Does your organization purchase or subsidize public transportation tickets for your clients or members?

	Response Percent	Response Total
Yes	25%	1
No	**75%**	**3**
	Total Respondents	**4**
	(skipped this question)	57

47. If you do or would consider purchasing or subsidizing public transportation for your clients or members, please rank the following service characteristics in order of importance to your organization.

	1st	2nd	3rd	4th	5th	6th	Response Average
Bus route	**67% (2)**	0% (0)	0% (0)	33% (1)	0% (0)	0% (0)	**2.00**
Number of transfers	**33% (1)**	0% (0)	**33% (1)**	**33% (1)**	0% (0)	0% (0)	**2.67**
Cheap fares	0% (0)	**33% (1)**	**33% (1)**	0% (0)	0% (0)	**33% (1)**	**3.67**
# of trips per day	0% (0)	**33% (1)**	**33% (1)**	**33% (1)**	0% (0)	0% (0)	**3.00**
Availability of service information	0% (0)	0% (0)	0% (0)	0% (0)	33% (1)	**67% (2)**	**5.67**
Bus schedule	0% (0)	33% (1)	0% (0)	0% (0)	**67% (2)**	0% (0)	**4.00**
					Total Respondents		**3**
					(skipped this question)		58

48. Please indicate popular intercity trip origin/destination pairs (regardless of mode of travel). As appropriate, you may use a specific location (for example Walla Walla Community College) or a city name (for example Kennewick).

		Response Percent	Response Total
View	**(Origin/Destination)**	**100%**	**3**
View	**(Origin/Destination)**	**100%**	**3**
View	(Origin/Destination)	66.7%	2
View	(Origin/Destination)	33.3%	1
	(Origin/Destination)	0%	0
	(Origin/Destination)	0%	0
	(Origin/Destination)	0%	0
	Total Respondents		**3**

(skipped this question) 58

49. To the best of your knowledge, how many intercity public transportation trips* (not persons) per month are directly attributable to your program or organization? *NOTE: a 'trip' is defined as one-way travel between two points. A round trip is therefore counted as two trips.

	Response Percent	Response Total
None that I am aware of	**25%**	**1**
Some, but don't know how many	**25%**	**1**
1-5 trips per month	0%	0
6-10 trips per month	0%	0
11-15 trips per month	0%	0
16-20 trips per month	0%	0
21-25 trips per month	**25%**	**1**
More than 25 trips per month	**25%**	**1**
	Total Respondents	**4**
	(skipped this question)	57

50. Are you aware of any recent plans or related efforts in your region that have addressed or may have an impact upon intercity and/or rural-to-urban public transportation services or facilities?

View **Total Respondents** **3**

(skipped this question) 58

51. If yes, please tell us where we can obtain additional information in regard to such documents of efforts (i.e. name of organization that published the document, link to online document, etc).

View **Total Respondents** **1**

(skipped this question) 60

6. Tell us about you...

52. Your last name

View **Total Respondents** **27**

(skipped this question) 34

53. Your first name

View **Total Respondents** **27**

(skipped this question) 34

54. What is your mailing address?

		Response Percent	Response Total
View	Address	96.2%	25
View	Address	23.1%	6
View	**City**	**100%**	**26**
View	**State**	**100%**	**26**
View	Zip code	96.2%	25
		Total Respondents	**26**
		(skipped this question)	35

55. Your organization if applicable.

View	**Total Respondents**	**22**
	(skipped this question)	39

56. Your job position and/or title

View	**Total Respondents**	**24**
	(skipped this question)	37

57. Your email address

View	**Total Respondents**	**28**
	(skipped this question)	33

58. Telephone number

View	**Total Respondents**	**27**
	(skipped this question)	34

7. Final Thoughts

59. Please provide any additional comments or suggestions.

View	**Total Respondents**	**20**
	(skipped this question)	41