



Sullivan County Community Transit 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. Which community do you live or work in?

2. Please place an X where you travel most frequently for the reasons listed across the side of the table

	Work	School/ Training	Shopping	Recreation/ entertainment	Medical Appt.	Social/ family visit	Other
Charlestown							
Claremont							
Newport							
Lebanon							
Hanover							
Concord							
Springfield							
Keene							
New London							

3. When you travel to your most frequent destination, how long is your one-way trip? **(select only 1)**

- 10 minutes or less
- 10-30 minutes
- 30-60 minutes
- More than 60 minutes

4. Do you use a wheelchair, scooter, or walker when you travel outside of your home?

- None of these
- Wheelchair
- Scooter
- Walker

5. How do you most frequently travel to the places you need to go? **(select only 1)**

- Personal vehicle
- Carpool
- Public transportation
- Taxi
- Uber/Lyft
- Ride a bike
- Walk
- Get a ride with family/friends
- Get a ride with a volunteer driver
- Other (please specify)

6. Do you know which type of transportation services Sullivan County Transportation provides? Do you know how, when, and where it is possible to ride?

- Yes
- Somewhat
- No

7. Have you ever used any of these public transportation services?

- Advance Transit
- Sullivan County Transportation
- The Current
- I have not used these public transportation services **(if you select this, skip to Question 9)**

8. When was the last time you used any of these public transportation services?

- This week
- Last week
- Last month
- Last year
- 2 years ago or more
- I have never used these public transportation services

9. Why haven't you used public transportation in the past?

- The bus doesn't fit my schedule
- The bus doesn't go where I need it to go
- I have access to a car so I don't need to ride a bus
- I don't want to ride a bus
- Other (please specify) _____
- I have mobility issues
- I didn't know the service was available
- I'm nervous to ride a bus because I've never ridden one
- I think it is too expensive

10. Are there places that you would like to go on the bus where it doesn't go now? **(select all that apply)**

- Yes, Dartmouth Hitchcock
- Yes, Lebanon
- Yes, Keene
- Yes, Other (please specify) _____
- Yes, New London
- Yes, Hanover
- No

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

- Yes (specify when) _____
- No



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12. Which types of technology/amenities are important to you when thinking about the future of public transportation in the region? (select all that apply)

- Charging stations onboard vehicles
- Online/app-based trip planner
- "Next bus" arrival times at major stops
- Mobile fare payments/passes on smartphones
- Wi-fi onboard vehicles
- Real-time information
- Bike racks at stops
- Autonomous vehicles
- Other: _____

13. What are the primary reasons you would use a bus in the future?

- Convenience
- Cost savings
- I don't have a license
- No parking hassle
- Other (please specify) _____
- I don't have access to a reliable vehicle
- Connect to other transit services
- I want to do something other than drive when I'm traveling
- I would not use a bus no matter what improvements/expansions are made

14. I would not use a bus even if there were improvements to the transit system because: (select all that apply)

- I need my car for work
- The bus won't go where I need it to go
- Bus service won't fit my schedule
- I make other stops during my trip
- I have access to a car so I don't need public transportation
- Other _____

15. Do you feel that public transportation is a valuable resource in Sullivan County even if you don't ride/likely won't ride yourself?

- Yes
- Somewhat
- No

Why do you feel this way?

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

17. What is your current employment status?

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

18. What is your age?

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

19. How many vehicles are available in your household?

- 0
- 1
- 2
- 3

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

- Yes, at home I speak _____
- No

21. What is your annual household income?

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