



ESSEX COUNTY PUBLIC TRANSPORTATION SURVEY

1. What town do you live in? _____
2. Do you currently have a valid driver's license? Yes No
3. Do you have a vehicle of your own or have access to one? Yes No
4. How often do you use Essex County Public Transportation? Daily Weekly Monthly Rarely Never
5. Which of the following bus routes have you taken? (Mark all that apply):
- | | |
|--|---|
| <input type="checkbox"/> Cascade Express | <input type="checkbox"/> Champlain North Route |
| <input type="checkbox"/> Mountain Valley Shuttle | <input type="checkbox"/> Champlain South Route |
| <input type="checkbox"/> Cascade/Mountain Valley Combined | <input type="checkbox"/> Champlain South Shoppers (to Ticonderoga) |
| <input type="checkbox"/> Lake Placid XPRSS (village shuttle) | <input type="checkbox"/> Mountain Valley Shoppers (to Lake Placid/Saranac Lake) |
| <input type="checkbox"/> Whiteface Mountain Ski Shuttle | <input type="checkbox"/> Senior Bus (via Office of the Aging) |
6. Which types of transportation services do you **regularly** use in Essex County? (Mark all that apply):
- | | |
|---|---|
| <input type="checkbox"/> Personal vehicle | <input type="checkbox"/> Senior Bus (Office of the Aging) |
| <input type="checkbox"/> Carpool / Ride with friends or family | <input type="checkbox"/> Lake Placid XPRSS |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Whiteface Mountain Ski Shuttle |
| <input type="checkbox"/> Essex County Public Transit Regular Routes | <input type="checkbox"/> None |
7. How difficult or easy is it for you to find ways to travel to and from the following places in Essex County?
- | | | | | |
|----------------------|---|---|-------------------------------|---|
| Medical Appointments | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Shopping | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Agency Services | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Laundry | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Voting | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Work | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| School/Education | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
| Recreation | <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Easy | <input type="checkbox"/> Not applicable |
8. Do you need assistance when you travel? If so, please mark all that apply:
- | | |
|---|---|
| <input type="checkbox"/> Pushing wheelchair | <input type="checkbox"/> No assistance needed |
| <input type="checkbox"/> Carrying bags | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Opening doors | _____ |
| <input type="checkbox"/> Assistance getting in and out of vehicle | _____ |
9. Are there any for which it is difficult for you to find transportation? If so, please explain:
- _____
- _____
- _____

10. Does the transportation you take meet your needs for **time of day**? Yes No Not applicable
11. Does the transportation you take meet your needs for **pick-up locations, destination and drop-off locations**?
 Yes No Not applicable
12. If you answered "NO" to Question #10 or Question #11, please explain how transportation does not meet your needs for time or place:

13. What obstacles do you face, if any, when it comes to your transportation needs? (Mark all that apply):
- I need physical assistance and have no one to help No existing bus routes to the places I need to go
 I don't have my own vehicle Bus route times are not convenient for me
 Bus fare is not affordable for me None - I do not face any obstacles

14. Would you consider riding the bus, or riding the bus more often, if there were more convenient routes and times?
 Yes No Maybe

15. If you could create a route specific to your needs, what would it look like (include pick-up/drop-off locations and times)?

16. If you have used any of the following Essex County Public Transportation services, how would you rate them? (Using a scale of 1-5, with 1 being terrible and 5 being the best; write N/A if not applicable to you or leave blank):

| | Usefulness | Stops | Times & Schedules | Courteousness of Drivers |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Cascade Express | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mountain Valley Shuttle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cascade/Mountain Valley Combined | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Champlain North Route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Champlain South Route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lake Placid XPRSS | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Whiteface Mountain Ski Shuttle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Champlain South Shoppers (to Ticonderoga) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mountain Valley Shoppers (to Lake Placid/Saranac Lake) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. What is your employment status? Employed full-time Employed part-time or occasionally Employed per diem
 Self-employed Retired / Unemployed / Other

THE NEXT SECTION OF THE SURVEY FOCUSES ON COMMUTING TO AND FROM WORK. IF YOU ARE NOT EMPLOYED, OR IF YOU DO NOT NEED TO TRAVEL FOR WORK-RELATED PURPOSES, PLEASE SKIP TO FINAL QUESTION #26 UNDER

COMMENTS & SUGGESTIONS

COMMUTING TO & FROM WORK

18. What town do you WORK in? _____

19. How do you typically travel to and from work?

- | | |
|---|---|
| <input type="checkbox"/> I drive my own vehicle | <input type="checkbox"/> I walk |
| <input type="checkbox"/> I carpool with friends/family/co-workers | <input type="checkbox"/> I use Essex County Public Bus Transportation |
| <input type="checkbox"/> Taxi / Car Service | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> I ride my bike (weather permitting) | |

20. How long is your commute time (each way)?

- | | |
|---|--|
| <input type="checkbox"/> Less than 30 minutes | <input type="checkbox"/> 1 hour - 1.5 hours |
| <input type="checkbox"/> 30-45 minutes | <input type="checkbox"/> More than 1.5 hours |
| <input type="checkbox"/> 45 minutes - 1 hour | <input type="checkbox"/> Not applicable |

21. How predictable is your work schedule?

- Predictable (usually does not change)
 Somewhat unpredictable
 Very unpredictable

22. Do you work on Saturdays and/or Sundays? Yes No Sometimes

23. What time do typically START work (include "a.m." or "p.m.")? _____

24. What time do typically END work (include "a.m." or "p.m.")? _____

25. Would you consider taking Essex County Public Transportation Bus Service to and from work if the schedule was convenient?

- Yes No Maybe or Sometimes I already take the bus to/from work

COMMENTS & SUGGESTIONS

26. Please share any suggestions or comments on how Essex County can better address your transportation needs:

THANK YOU FOR YOUR FEEDBACK!

Completed surveys can be handed to any Essex County bus driver, or they can be mailed to:
Essex County Transportation, PO Box 217, Elizabethtown, NY 12932 ATTN: Survey
OR complete this survey online on our website at <https://www.co.essex.ny.us/wp/transportation/>