Community Transportation Needs Assessment – Resident Survey

[Organization] is conducting a transportation needs assessment survey to hear from [City/Community] residents on their current travel behavior and preference for future transportation enhancements and projects. This survey is an effort to improve transportation options in [city/community].

Please answer the following questions about your personal and household transportation needs. This survey takes about [xx] minutes to complete, and all personally-identifiable information will be confidential. You are free to skip questions you do not feel comfortable answering.

This survey is adapted from a template developed through the State of California’s Clean Mobility Options program, part of the “California Climate Investments” (CCI) program. The Clean Mobility Options Voucher Pilot Program (CMO) is a statewide initiative that provides funding for zero-emission shared mobility options to under-resourced communities in California. CMO is available throughout California to eligible disadvantaged communities, as well as eligible low-income tribal and affordable-housing communities, to increase access to safe, reliable, convenient and affordable transportation options.

Key Terms

**Public Transportation**
The system of travel options on public vehicles, such as buses, trains, and ferries. Local examples include [list local examples here such as bus, light rail, shuttle options, etc.]

**Electric Cars**
Cars that run on electricity, rather than gas. They are an environmentally-friendly option to traditional cars, and help reduce air pollution. They need to be charged periodically at designated charging stations.

**Carshare**
A service that allows you to rent a car by the minute or hour. Some examples are ZipCar, Getaround, and GIG [insert local examples if applicable]. You are charged by time and/or distance. Car sharing provides most of the benefits of owning a car, without many of the costs, like insurance, repairs, and gas.

**Electric Bicycles**
An electric bicycle, or e-bike, looks a lot like a traditional bicycle, but has an electric motor that provides a boost when you pedal. The motor makes it possible to use the bike with less effort, especially up steep hills.
**Bikeshare**
Bicycles that are available around the city to rent by the minute or hour. To ride, either check out the bike from a dock, or use your smartphone to locate and unlock the bikes wherever they’re available (as with Jump or Lime). They are usually found at bike racks or on sidewalks. Some services offer electric bikes as well as regular bikes.

**Scootershare**
Electric scooters, or e-scooters, that are available to rent by the minute or hour. Scooters are parked around the city, usually on sidewalks. They can be located and unlocked using a smartphone – some examples are Bird, Lime, Skip, and Scoot.

**Microtransit**
Microtransit is a flexible routing/scheduling transit option that connects people and places to existing transit systems. This transit service is similar to a bus and uses minibuses or shuttle services with pick-up and drop-off at a designated stop or curbside meeting area.

**Carpool/Vanpool**
An arrangement between people to make a regular journey in a single vehicle, typically with each person taking turns to drive the others. Carpooling usually involves 5 or less people, while vanpooling typically includes 5 or more people riding together, usually to work.

**Lightrail**
A rail transportation system involving trolleys, streetcars, or other, usually electrified methods, whose rails are primarily on surface streets that are shared with other forms of transportation.

**Rideshare**
An arrangement in which a passenger travels in a private vehicle driven by its owner, for free or for a fee, especially as arranged by means of a website or app.
About You

First Name: _________________________  Last Name: _________________________

Address: ____________________________  Apartment #: ________

City: ________________________________  Zip Code: __________

Age: ____________________________  Gender: ___________

1) How would you describe your race/ethnicity? (check all that apply):
   - [ ] American Indian or Alaskan Native
   - [ ] Asian
   - [ ] Black or African American
   - [ ] Caucasian/White
   - [ ] Hispanic or Latino
   - [ ] Middle Eastern
   - [ ] Native Hawaiian or Pacific Islander
   - [ ] South Asian (e.g., Indian, Pakistani, etc.)
   - [ ] Other: ________________________________

2) What is your primary language (i.e., the language you speak most of the time)? _________________

3) What is the highest level of education you have completed?
   - [ ] Some high school
   - [ ] High school diploma or GED
   - [ ] Some college, or associate degree
   - [ ] Bachelor’s/undergraduate degree
   - [ ] Master’s degree
   - [ ] Professional degree or doctorate (MD, JD, PhD, etc.)
   - [ ] Other: ________________________________
4) What is your current work status? (check all that apply):

☐ Full-time employed
☐ Part-time employed
☐ Full-time student
☐ Part-time student
☐ Not working
☐ Other __________________________________________

5) Which of the following do you use regularly? (check all that apply):

☐ Smartphone  ☐ Cell phone (not a smartphone, e.g. flip phone)  ☐ Phone data plan
☐ Credit card  ☐ Debit card  ☐ Bank account  ☐ Prepaid cash cards

6) I have a condition that makes it more difficult to:

☐ Walk/roll  ☐ Bike  ☐ Drive  ☐ Take public transit  ☐ N/A

7) What is your annual household income? (check one):

☐ Less than $25,000  ☐ $25,000 - $34,999  ☐ $35,000 - $49,999
☐ $50,000 - $64,999  ☐ $65,000 - $79,999  ☐ $80,000+

[Variant: Change the income amount to ranges that make sense for the target community.]

8) Besides yourself, how many of the following people usually live with you in your residence? (please write numbers in the blanks):

_____ Spouse/partner   _____ My parents/parents-in-law   _____ Adult siblings
_____ Children (age 0-12)  _____ Children (age 13-15)  _____ Children (age 16+)
Getting Around

9) It is generally easy for me to get to where I need to go:
   ☐ Strongly agree  ☐ Agree  ☐ Neutral  ☐ Disagree  ☐ Strongly disagree
   Why or why not?

10) Do you have a driver’s license?
    ☐ Yes  ☐ No

11) How many cars does your household (family members/roommates) own or lease?
    ☐ 0  ☐ 1  ☐ 2 or more

12) If you do not own or lease a car, please indicate why (check all that apply):
    ☐ I can access everything I need without a car  ☐ I can’t afford to purchase and/or repair a car
    ☐ I can’t afford gas or insurance  ☐ I don’t have a license
    ☐ Parking is expensive
    ☐ Other ________________________________

13) Is it hard to find a parking spot on the street where you live?
    ☐ Always  ☐ Most of the time  ☐ Sometimes  ☐ Rarely  ☐ Never  ☐ I don’t know

14) How many bicycles do you own?
    ☐ 0  ☐ 1  ☐ 2 or more

15) If you don’t own a bicycle, please indicate why (check all that apply):
    ☐ It seems unsafe  ☐ It’s uncomfortable  ☐ I can’t afford to buy one
    ☐ I don’t know how to ride
    ☐ Other ________________________________
16) Do you use public transit (e.g., bus, light rail) regularly?
☐ Yes  ☐ No

17) If not, please indicate why (check all that apply):
☐ It takes too long  ☐ It doesn’t arrive often enough  ☐ It doesn’t take me where I need to go
☐ I don’t feel safe  ☐ The fare is too expensive  ☐ There is not enough parking at the station
☐ The parking at the station is too expensive  ☐ No stops or pick-ups close to me
☐ Other ______________________________

18) On average, how much do you spend per month total on transportation (bus fare, car payment, car insurance, gas, tolls, parking, etc.)? $ _________ per month

[Variant: Provide bins with ranges for the money spent per month]

19) What are the cross streets and city of your current work or school location? (if you currently do not work or do not go to school, please leave blank):
____________________ and __________________________, city: __________________________

Please answer this question if you own a car:

20) Instead of owning a car, do you think you could use car sharing and other options currently available, or if these options were improved or became available (like riding your bike or taking the bus) to meet your daily needs?
☐ Yes  ☐ Probably  ☐ Not sure  ☐ Probably not  ☐ Definitely not

[Variant: This question can be split into two questions; one asking about current options and one asking about improved or future available options.]

21) How familiar are you with each of the following? Circle one answer for each:

<table>
<thead>
<tr>
<th></th>
<th>Not familiar</th>
<th>Somewhat familiar</th>
<th>Moderately familiar</th>
<th>Familiar</th>
<th>Very familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric cars</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Car-share (e.g. Zipcar, Getaround)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Public transit (e.g. bus, light rail)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Bike-share (e.g. Lime, Jump)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>E-bikes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
22) Please indicate how often you CURRENTLY use the following:

<table>
<thead>
<tr>
<th>Scootershare/E-scooters (e.g. Lime, Bird)</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lyft/Uber</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Less than once a month</th>
<th>Once a month</th>
<th>About once every other week</th>
<th>1 to 3 days per week</th>
<th>4 to 6 days per week</th>
<th>Every day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive alone</td>
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<tr>
<td>Drive with others (e.g., co-workers, family, friends, etc.)</td>
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<td>☐</td>
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<tr>
<td>Carpool service (e.g. Waze, Scoop) If yes, which? __________</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Bus or light rail/metro train</td>
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<td>Bicycle</td>
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<td>Walk/roll</td>
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<tr>
<td>Uber/Lyft</td>
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<td>Taxi</td>
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<tr>
<td>Carshare (e.g. Zipcar) If yes, which? __________</td>
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<tr>
<td>Bikeshare (e.g. Lime, Jump) If yes, which? __________</td>
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<tr>
<td>Scootershare (e.g., Lime, Bird) If yes, which? __________</td>
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<td>Shuttle/Microtransit If yes, which? __________</td>
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</table>
23) Did you experience any challenges using any of the mobility options listed in the table above?  
☐ Yes  ☐ No  ☐ N/A – I haven’t used any of them  

Please explain the challenges you experienced:

For example: required a driver’s license or smartphone.

24) Please indicate which transportation options you CURRENTLY use for each of the purposes below (check all that apply):

<table>
<thead>
<tr>
<th></th>
<th>Commute to/from work/school</th>
<th>Groceries/errands</th>
<th>Pick up/drop off children</th>
<th>Social/Recreational</th>
<th>Job interviews</th>
<th>Medical appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive alone</td>
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<td>Drive with others (e.g., co-workers, family friends, etc.)</td>
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<tr>
<td>Uber/Lyft</td>
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</tr>
</tbody>
</table>
25) Please indicate which transportation options you would CONSIDER using, if they were readily available and affordable, for each of the purposes below (check all that apply):

<table>
<thead>
<tr>
<th></th>
<th>Commute to/from work/school</th>
<th>Groceries/errands</th>
<th>Pick up/drop off children</th>
<th>Social/Recreational</th>
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</thead>
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<td>☐</td>
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<tr>
<td>Drive with others (e.g., coworkers, family friends, etc.)</td>
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<td>Walk/roll</td>
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<tr>
<td>Service</td>
<td>Yes</td>
<td>No</td>
<td>Possibly</td>
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<td>Uber/Lyft</td>
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<tr>
<td>Car-share (e.g. Zipcar) If yes, which?</td>
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<td></td>
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<td>☐</td>
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<tr>
<td>Bike-share (e.g. Lime, Jump) If yes, which?</td>
<td>☐</td>
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<tr>
<td>Scootershare (e.g., Lime, Bird) If yes, which?</td>
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<td></td>
<td></td>
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<tr>
<td>Shuttle If yes, which?</td>
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<tr>
<td>Other:</td>
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</tbody>
</table>

[Variant: Instead of a table, have a single box to check for each option.]

26) What would you be willing to pay to rent a car for one hour?  $________________

27) If a free or low-cost shuttle service was available to a common destination (such as a grocery store) on a regular basis (e.g., once a week), would you be interested?
   ☐ Yes  ☐ No  ☐ Possibly

28) What would you be most interested in receiving?

Please rank the following services in order of interest from 1 – 4, where 1 is of most interest to you and 4 is of least interest to you.

<table>
<thead>
<tr>
<th>Service</th>
<th>Ranking (1 - 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free or discounted public transit passes</td>
<td></td>
</tr>
<tr>
<td>Free or discounted scootershare rides</td>
<td></td>
</tr>
<tr>
<td>Free or discounted Lyft or Uber rides</td>
<td></td>
</tr>
<tr>
<td>Free or discounted bikeshare rides</td>
<td></td>
</tr>
</tbody>
</table>
29) What is the best way for you to receive updates on this program? We may send invitations for future surveys, or information about free transportation benefits you qualify for.

☐ Phone Call  ☐ Text Message  ☐ Email  ☐ US Mail

Phone number (optional): ___________________________
☐ Can receive text messages at this phone number

Email (optional): ___________________________

30) What is the best time to contact you?

☐ Weekdays  ☐ Weekends

31) Which social media platform(s) do you use regularly? (check all that apply):

☐ Facebook  ☐ Twitter
☐ Instagram  ☐ Snapchat  ☐ Other: ___________________

32) Would you be interested in attending an in-person training on the following? (check all that apply):

☐ How to ride a bike  ☐ How to use e-scooters  ☐ How to fix a bike
☐ How to use Uber/Lyft  ☐ How to use bike share  ☐ How to ride the bus

33) Do you have any other feedback or suggestions you would like to share?
Thank you for completing the survey!