

This survey is meant to gather feedback about your travel habits so that better decisions can be made in regards to planning public transportation services. The survey also aims to get your opinion on several action steps the Louisiana Dept. of Transportation and Development (DOTD) is taking to improve transit in the State and how they can better address the needs of the community. **Thank you for your time!**

1. Overall, how satisfied are you with public transportation services in your community?

1
2
3
4
5
 Very Unsatisfied Neutral Very Satisfied

2. What form of transportation do you use the most in your day-to-day travel? Check one.

- | | | |
|--|--|---|
| <input type="checkbox"/> Drive myself in a personal vehicle

<input type="checkbox"/> Passenger in a personal vehicle driven by a friend, family member, or neighbor

<input type="checkbox"/> Walk

<input type="checkbox"/> Bike | <input type="checkbox"/> Public transportation with regular routes and schedules (Ex. bus)

<input type="checkbox"/> Shuttle bus from a community center, senior center, church, or housing complex

<input type="checkbox"/> Ride sharing service | <input type="checkbox"/> Taxi with a discounted rate or reimbursement

<input type="checkbox"/> Flexible public transportation (Ex. dial-a-ride)

<input type="checkbox"/> Passenger in a personal vehicle driven by a volunteer driver

<input type="checkbox"/> Other |
|--|--|---|

3. Are you ever unable to get where you want to go, because you could not find transportation?

Yes No

3.a If you answered 'Yes' to the question above (3), how often does this happen?

Daily Several times a week Several times a month Several times a year

4. What are your most frequent trip destinations? In other words, where do you go most often? Check up to 2.

- | | | | |
|---|-----------------------------------|--|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping | <input type="checkbox"/> Recreation | <input type="checkbox"/> Place of Worship |
| <input type="checkbox"/> Family/Friends | <input type="checkbox"/> Food | <input type="checkbox"/> Doctor's office | <input type="checkbox"/> Other |

5. What are the biggest barriers or issues you encounter when using public transportation in your community? Check up to 2.

- | | | |
|--|--|--|
| <input type="checkbox"/> Service is not provided where I live or where I want to go

<input type="checkbox"/> Services are not available at the times I need

<input type="checkbox"/> Information about available services is difficult to find | <input type="checkbox"/> I am unsure what public transportation services I am eligible to use

<input type="checkbox"/> I have difficulty getting to transit stops or pick-up/drop-off locations

<input type="checkbox"/> Travel times are too long | <input type="checkbox"/> I have difficulty getting on or off the vehicles

<input type="checkbox"/> I do not feel safe

<input type="checkbox"/> Services are unreliable

<input type="checkbox"/> Fares are too expensive

<input type="checkbox"/> Other |
|--|--|--|

6. What sources do you most frequently use to get information about public transportation services in your community? Check up to 2.

- | | | |
|---|--|--|
| <input type="checkbox"/> Printed information at stops | <input type="checkbox"/> Text or email alerts | <input type="checkbox"/> Website |
| <input type="checkbox"/> Smartphone app | <input type="checkbox"/> Printed information posted on news boards | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Phone call to customer service | | <input type="checkbox"/> Other |

7. When transferring between different transportation services, how would you rate the coordination between the two services? Do you have to wait a long time between transfers? Do you have to use different forms of payment or pay again to transfer? Do you have to travel far to get from one service to the next? With these questions in mind, **please rate how well transfers between services are coordinated.**

1
2
3
4
5
 Not coordinated at all Coordinated very well

8. DOTD is working to improve coordination among public transportation providers throughout the State. As a part of that effort, DOTD is working to identify solutions that will not only improve coordination among providers but improve the experience of those who take public transportation. **Please rate the following coordination strategies (a., b., & c.) based on how well you believe they will improve your experience using public transportation in your community.**

a. List of different transportation programs available, including who is eligible, fare information, and how to get reimbursed or reduce fare.

Won't improve my traveling experience at all 1 2 3 4 5 Will greatly improve my traveling experience

b. Online map showing the location of available public transportation services, including type of service and service area covered.

Won't improve my traveling experience at all 1 2 3 4 5 Will greatly improve my traveling experience

c. A "one-click/one-call" transportation service center that allows customers to schedule or plan any public transportation ride with a variety of different providers by simply visiting a single webpage or making a single call to an operator.

Won't improve my traveling experience at all 1 2 3 4 5 Will greatly improve my traveling experience

9. Please provide answers to the following personal information questions below. Note that this information is voluntary and will be kept anonymous.

a. Age < 15 15-24 25-44 45-64 65+

b. Are you currently employed? Yes No

c. What is your estimated annual household income? <\$10k \$10k-24k \$25k-49k \$50k-74k \$75k +

d. Do you have a disability? Yes No

e. What zip code do you live in?

f. To what zip code do you travel to the most?