



Results from 2007 community-wide survey on public transportation

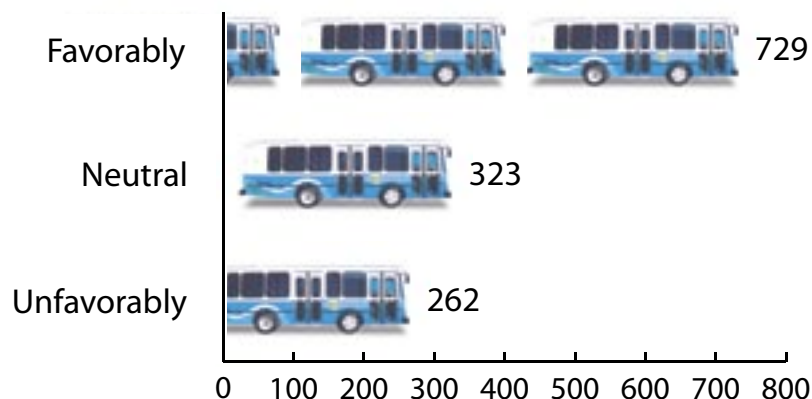
In the fall of 2007, the Lawrence Transit System mailed a survey to all households in the city seeking input from residents about:

- how public transportation is perceived and utilized in the community
- service expectations and the role public transportation should serve
- where information about public transportation is obtained
- what service improvements and incentives it would take to encourage greater usage

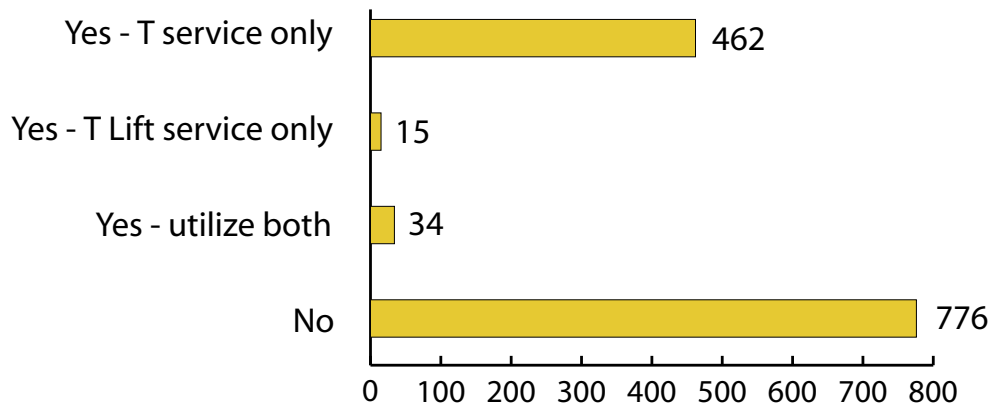
The survey was mailed in city utility bills to every household in Lawrence, a total of 31,368. It also was available on the transit web site for those who do not receive a utility bill.

A total of 1,314 surveys were completed, of which 1,233 were returned by mail and 81 were submitted online, producing a response rate of 4.2%. Following is a summary of the results. A copy of the original survey can be found at the end of this report.

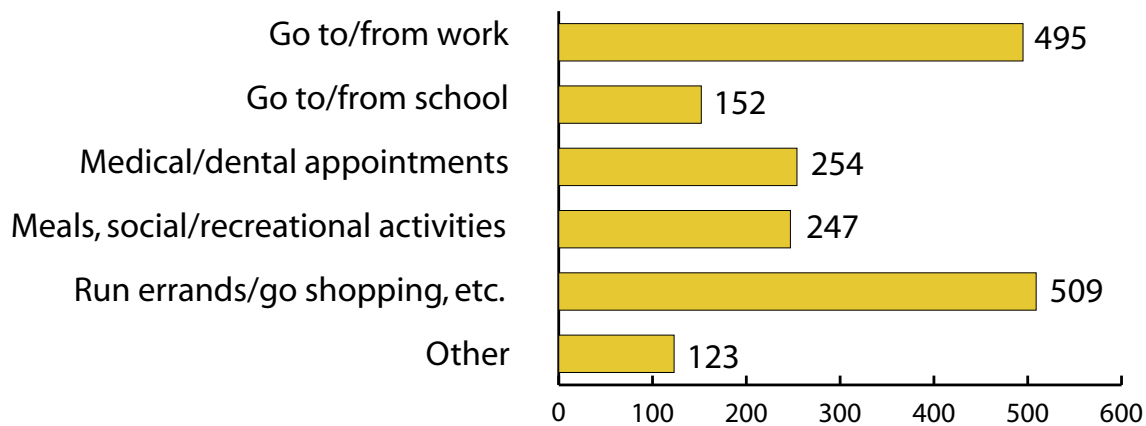
1. How do you view public transportation in Lawrence?



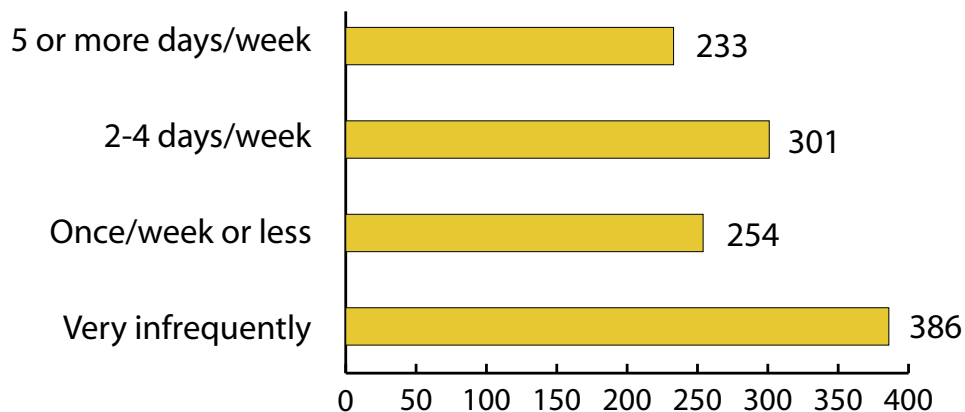
2. Do you currently or have you ever utilized the Lawrence Transit System by riding T fixed route service or T Lift paratransit service?



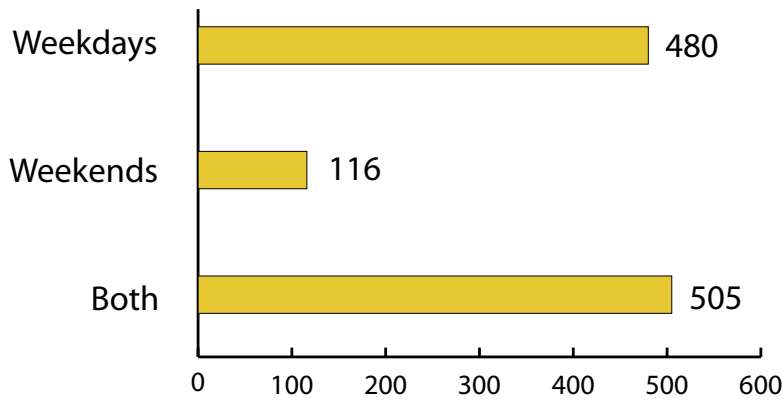
3. If you already use or were going to use public transportation, which of the following would be the primary reason for using it?



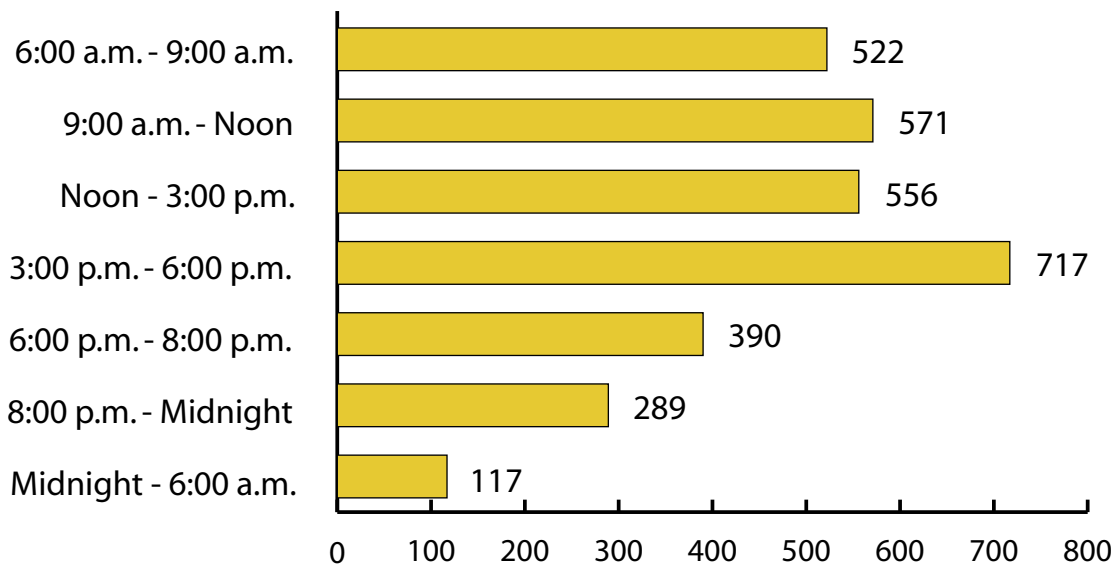
4. If you already use or were going to use public transportation, how often would you ride?



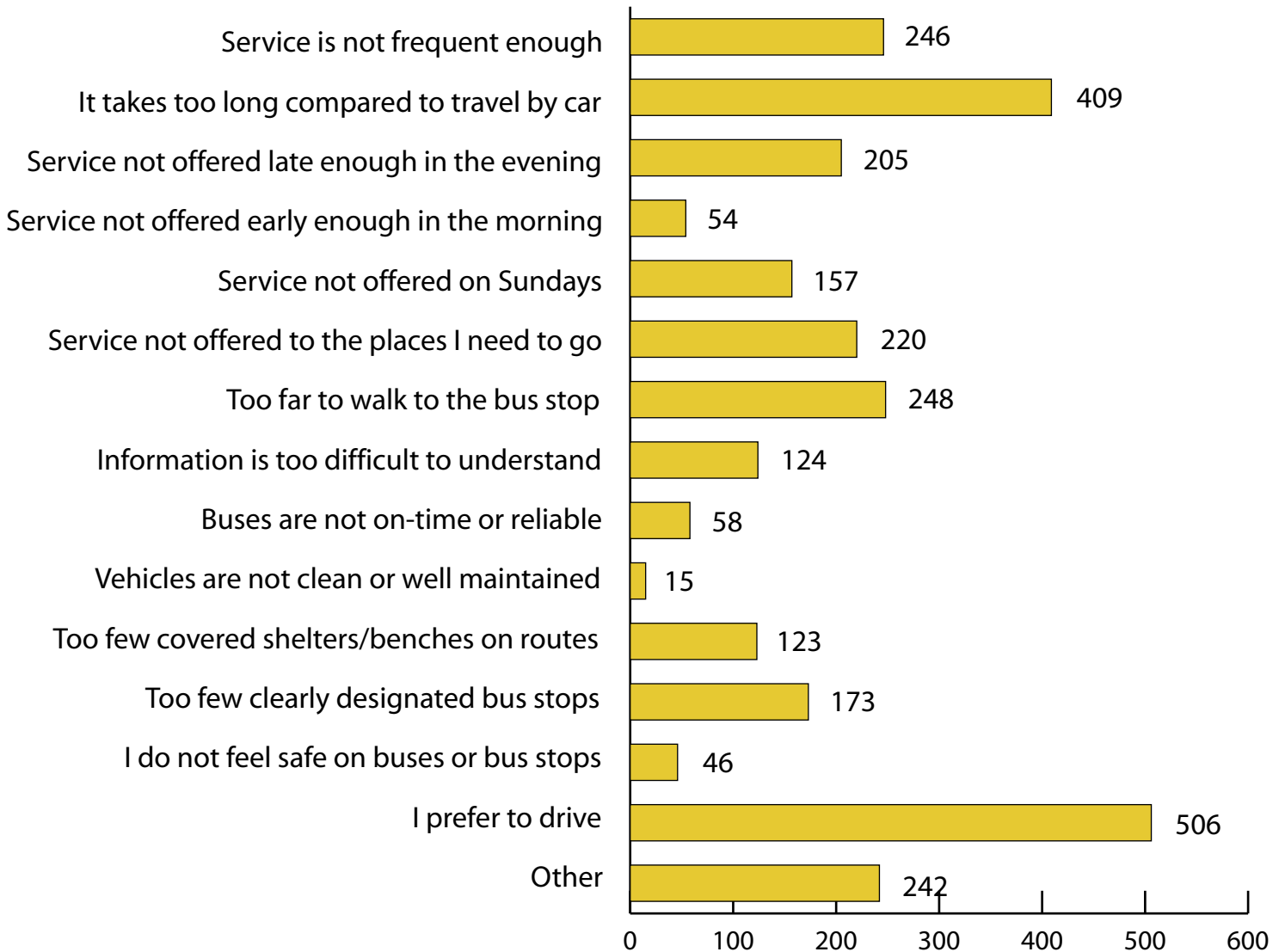
5. If you already use or were going to use public transportation, what days would you ride?



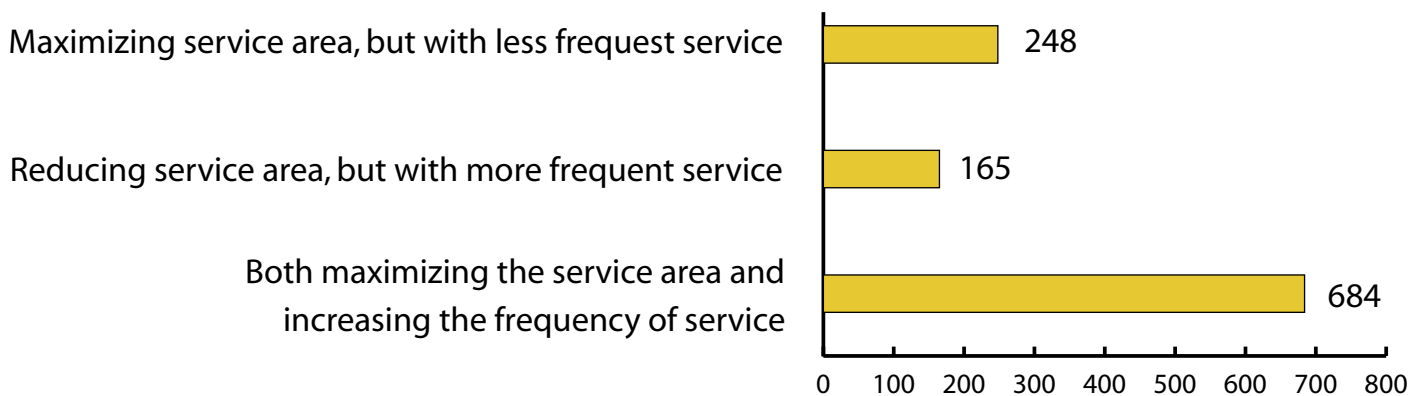
6. If you already use or were going to use public transportation, what time(s) of day would you ride? (check all that apply)



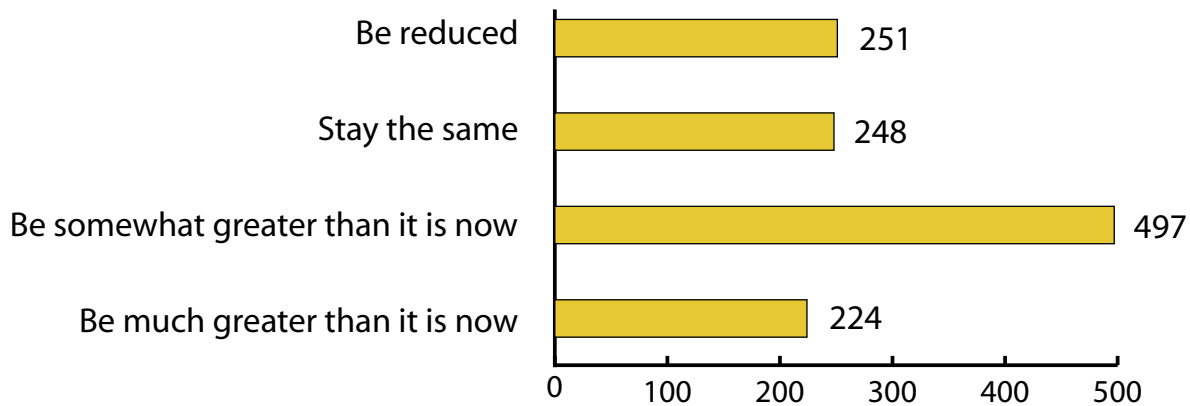
7. Please indicate your reasons if you have never used or no longer use Lawrence Transit System service.



8. Regarding the T fixed-route service design, do you think LTS should focus on:

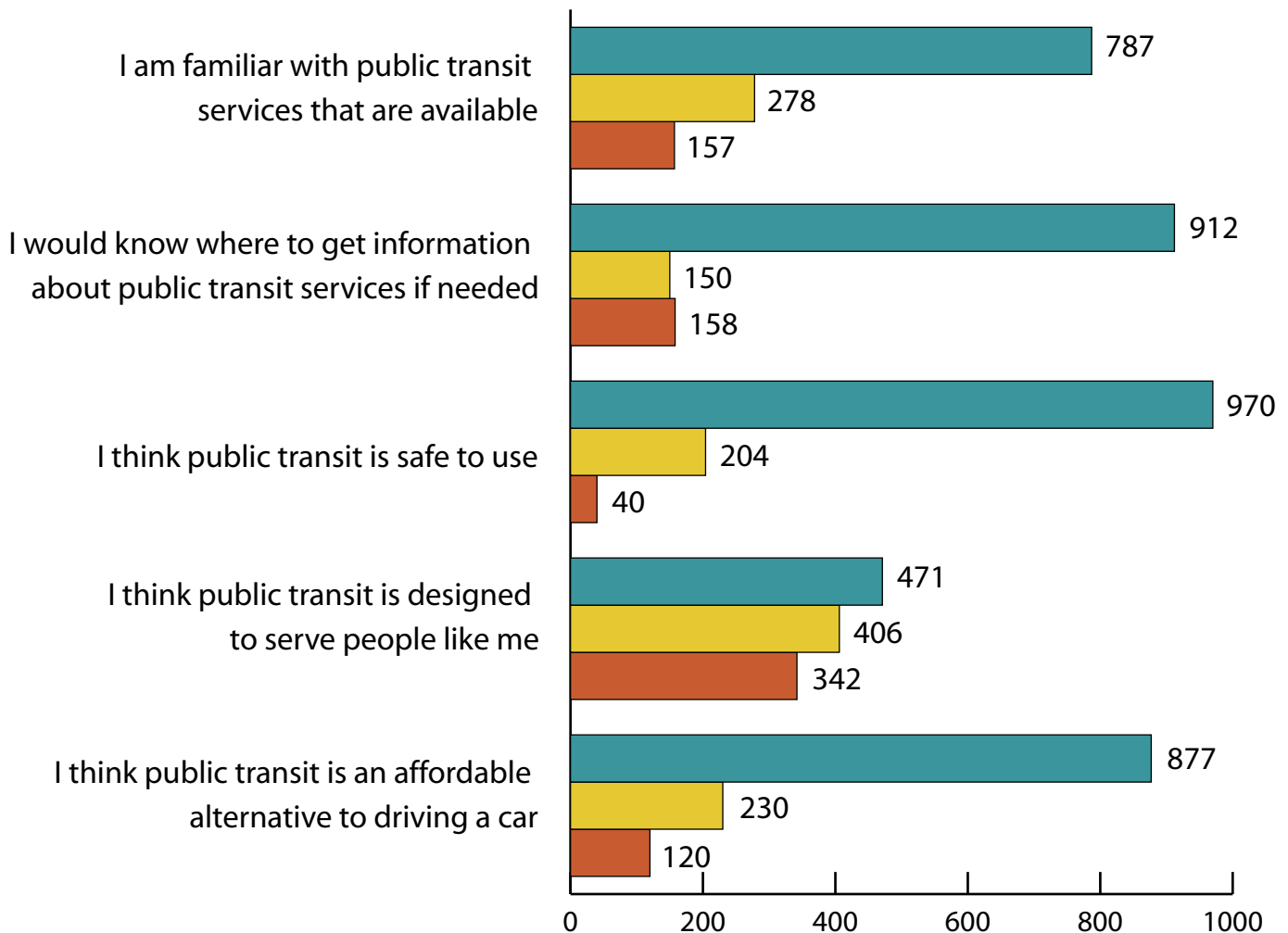


9. How do you think the current level of funding for public transit in Lawrence should change over the next five years?

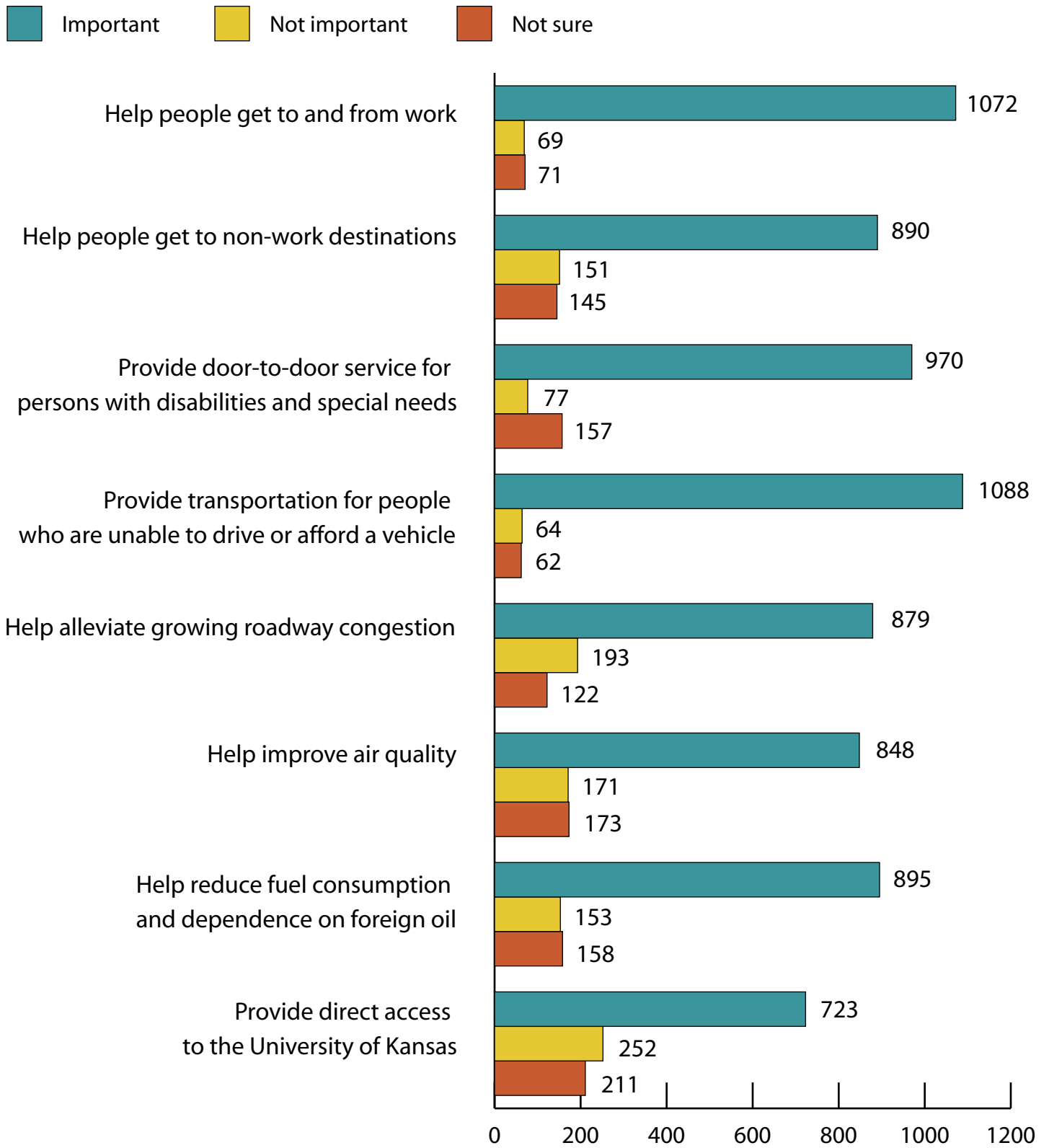


10. Please rate your level of agreement with the following statements about transportation in Lawrence.

■ Agree
 ■ Neutral
 ■ Disagree

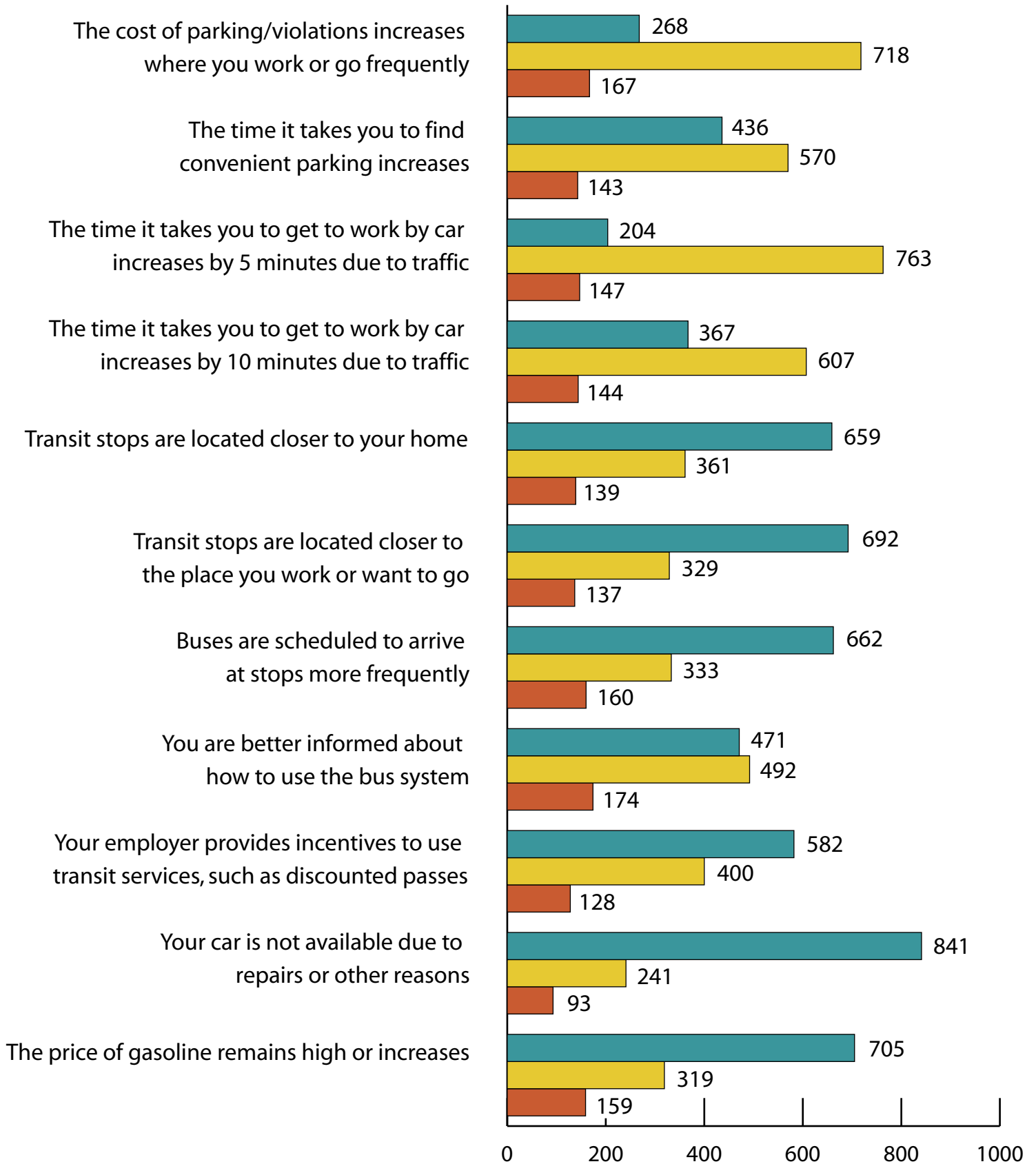


11. Please indicate the importance of the purpose of transit services in Lawrence.

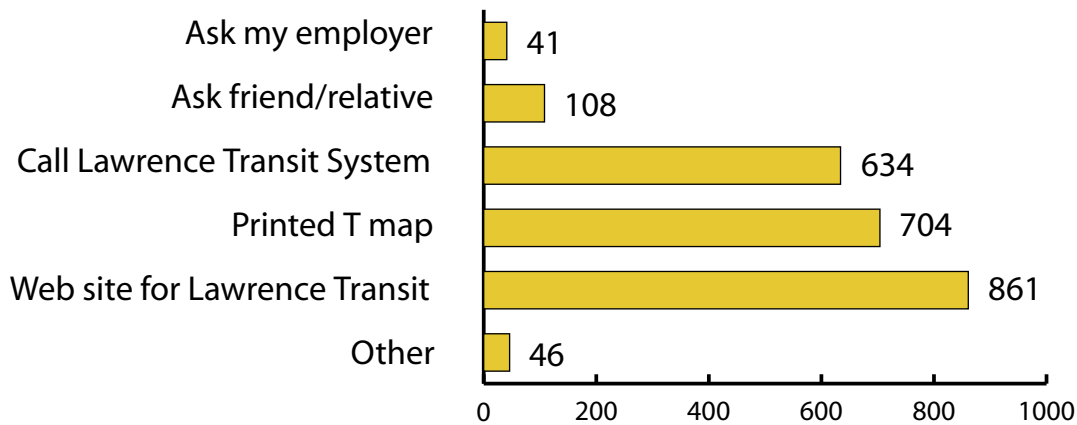


12. Please indicate how likely you or other members of your household would be to use public transit at least once per week IF:

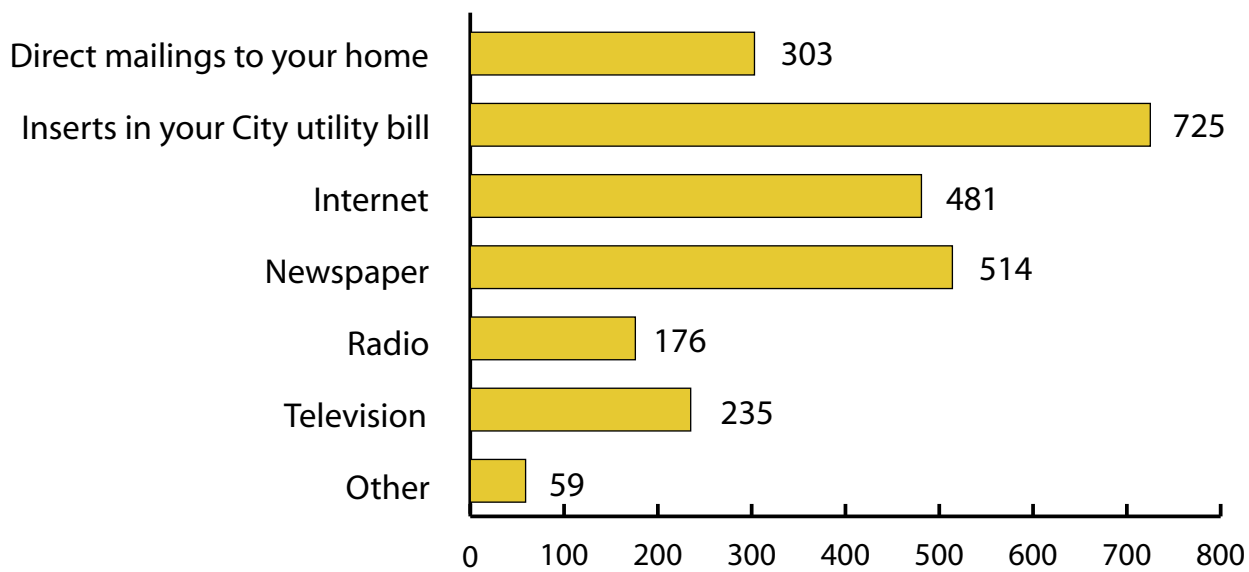
■ Important
 ■ Not important
 ■ Not sure



13. If you need information about public transit in Lawrence, where would you go for information? (check all that apply)



14. Which of the following media would be the best way to inform you about public transit services in Lawrence?





(785) 312-7054

www.lawrencetransit.org

Tell us what you think about public transportation!

For planning purposes, the Lawrence Transit System is seeking input from residents about:

- how public transportation is perceived and utilized in the community
- service expectations and the role public transportation should serve
- where information about public transportation is obtained
- what service improvements and incentives it would take to encourage greater usage

 We would like to hear from you so we can target future efforts to serve you better. Please complete the front and back of this survey and **return it with your utility bill**. Thanks for your time!

1. How do you view public transportation in Lawrence?

- Favorably Unfavorably Neutral

2. Do you currently or have you ever utilized the Lawrence Transit System by riding T fixed-route service or T Lift paratransit service?

- Yes – T service only Yes – utilize both
 Yes – T Lift service only No

3. If you already use or were going to use public transportation, which of the following would be the primary reason for using it?

- Go to/from work
 Go to/from school
 Medical/dental appointments
 Meals, social/recreational activities
 Run errands/go shopping, etc.
 Other: _____

4. If you already use or were going to use public transportation, how often would you ride?

- 5 or more days/week
 2-4 days/week
 Once/week or less
 Very infrequently

5. If you already use or were going to use public transportation, what days would you ride?

- Weekdays
 Weekends
 Both

6. If you already use or were going to use public transportation, what time(s) of day would you ride? **(Check all that apply.)**

- 6:00 a.m. – 9:00 a.m.
 9:00 a.m. – Noon
 Noon – 3:00 p.m.
 3:00 p.m. – 6:00 p.m.
 6:00 p.m. – 8:00 p.m.
 8:00 p.m. – Midnight
 Midnight – 6:00 a.m.

7. Please indicate your reasons if you have never used or no longer use Lawrence Transit System service. **(Check all that apply.)**

- Service is not frequent enough (buses need to run more often)
 It takes too long compared to travel by car
 Service not offered late enough in the evening after 8:00 p.m.
 Service not offered early enough in the morning before 6:00 a.m.
 Service not offered on Sundays
 Service is not offered to the places I need to go
 Too far to walk to a bus stop
 Information provided by the Lawrence Transit System is difficult to understand
 Buses are not on-time or reliable
 Vehicles are not clean or well-maintained
 Too few covered shelters/benches on routes
 Too few clearly designated bus stops to know where to wait to board and alight from buses.
 I do not feel safe on buses or at bus stops
 I prefer to drive
 Other: _____

8. Regarding T fixed-route service design, do you think the Lawrence Transit System should focus on: **(Choose one.)**

- Maximizing service area within Lawrence to provide access to as many local resources (employment, education, medical, social service, retail, entertainment, etc.) as possible, but with less frequent service.
 Reducing service area by limiting access to specific community resources, but with more frequent service.
 Both maximizing the service area and increasing the frequency of service.

9. How do you think the current level of funding for public transit in Lawrence should change over the next five years?

- Be reduced
 Stay the same
 Be somewhat greater than it is now
 Be much greater than it is now

continued on back

10. Please rate your level of agreement with the following statements about transportation in Lawrence.

	Agree	Neutral	Disagree
• I am familiar with public transit services that are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I would know where to get information about public transit services if needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I think public transit is safe to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I think public transit is designed to serve people like me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I think public transit is an affordable alternative to driving a car.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please indicate the importance of the purpose of transit services in Lawrence.

	Important	Not important	Not sure
• Help people get to and from work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Help people get to non-work destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Provide door-to-door service for persons with disabilities and special needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Provide transportation for people who are unable to drive or afford a vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Help alleviate growing roadway congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Help improve air quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Help reduce fuel consumption and dependence on importing foreign oil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Provide direct access to the University of Kansas campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please indicate how likely you or other members of your household would be to use public transit at least once a week, **IF:**

	Likely	Unlikely	Not sure
• The cost of parking/violations increases where you work or go frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The time it takes you to find convenient parking increases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The time it takes to get to work by car increases by 5 minutes due to traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The time it takes to get to work by car increases by 10 minutes due to traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Transit stops are located closer to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Transit stops are located closer to the place you work or want to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Buses are scheduled to arrive at stops more frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• You are better informed about how to use the bus system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Your employer provides incentives to use transit services, such as discounted passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Your car is not available due to repairs or other reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The price of gas remains high or increases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If you need information about public transit in Lawrence, where would you go for information? **(Check all that apply.)**

- Ask my employer
- Ask friend/relative
- Call Lawrence Transit System
- Printed T map with route and scheduling information
- Web site for Lawrence Transit, www.lawrencetransit.org
- Other: _____

14. Which of the following media would be the best way to inform you about public transit services in Lawrence?

- Direct mailings to your home
- Inserts with your City utility bill
- Internet
- Newspaper
- Radio
- Television
- Other: _____

Thank you for your time and attention to public transit in our community.
Please return this survey with your utility bill.