

[Agency/Org conducting survey logo]



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. Clean Mobility Options will invest approximately \$32 million in funding and capacity-building for clean mobility projects in disadvantaged and low-income communities throughout California over the next several years.

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.

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.

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.

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.

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.

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):

- | | |
|--|--|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Middle Eastern |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> South Asian (e.g., Indian, Pakistani, etc.) |
| <input type="checkbox"/> Caucasian/White | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Hispanic or Latino | |

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

Household Information

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+)
- _____ Roommates/tenants _____ My grandparents _____ Other

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?

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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 ☐ 3 or more

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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, [Caltrain](#)) regularly?

☐ Yes ☐ No

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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 on each of these transportation needs? (please write numbers in the blanks):

\$ _____ Bus/train fare \$ _____ Car payment \$ _____ Car insurance
 \$ _____ Gas \$ _____ Tolls/Parking \$ _____ Other transportation

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[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: _____

19.5) What are the cross streets and city of the store you shop at most often?

_____ 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 (like riding your bike or taking the bus) to meet your daily needs, if these options were improved or became available?

- ☐ Yes ☐ Probably ☐ Not sure ☐ Probably not ☐ Definitely not

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Deleted: (like riding your bike or taking the bus) to meet your daily needs

[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:

	Not familiar	Somewhat familiar	Moderately familiar	Familiar	Very familiar
Electric cars	1	2	3	4	5
Car-share (e.g. Zipcar, Getaround)	1	2	3	4	5
Public transit (e.g. bus, <u>Caltrain</u>)	1	2	3	4	5
Bike-share (e.g. Lime, Jump)	1	2	3	4	5

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E-bikes	1	2	3	4	5
Scootershare/E-scooters (e.g. Lime, Bird)	1	2	3	4	5
Lyft/Uber	1	2	3	4	5

22) Please indicate how often you CURRENTLY use the following:

	Never	Less than once a month	Once a month	About once every other week	1 to 3 days per week	4 to 6 days per week	Every day
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive with others (e.g., co-workers, family, friends, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool service (e.g. Waze, Scoop) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus or train If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shuttle/Microtransit If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk/roll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carshare (e.g. Zipcar) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bikeshare/Scootershare (e.g. BayWheels, Lime) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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):

	Commute to/from work/school	Groceries/ errands	Pick up/drop off children	Social/ Recreational	Job interviews	Medical appointments
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive with others (e.g., co-workers, family friends, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool service (e.g. Waze, Scoop) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus or train If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shuttle/Microtransit If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk/roll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Car-share (e.g. Zipcar) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bikeshare/Scootershare (e.g. BayWheels, Lime) If yes, which? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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):

	Commute to/from work/school	Groceries/ errands	Pick up/drop off children	Social/ Recreational	Job interviews	Medical appointments
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive with others (e.g., co-workers, family friends, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool service (e.g. Waze, Scoop)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus or light rail/metro train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shuttle/Microtransit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk/roll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/ Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car-share (e.g. Zipcar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bike-share (e.g. BayWheels , Jump)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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If yes, which? _____

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If yes, which? _____

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If yes, which? _____

Scootershare (e.g., Lime, Bird)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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If yes, which? _____

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



26) What would you be willing to pay to rent an electric scooter like the one pictured on the left for one hour? \$ _____

27) If this electric scooter was available to ride to a common destination (such as a grocery store) at any time, costing less than bus fare, would you be interested?

☐ Yes ☐ No ☐ Possibly

27.5) What destinations would you consider riding this scooter to?

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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.

Ranking (1 - 4)

Free or discounted public transit passes	
Free or discounted scootershare rides	
Free or discounted Lyft or Uber rides	
Free or discounted bikeshare rides	

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Contacting you

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?

☐ Weekday mornings ☐ Weekday afternoons ☐ Weekday evenings
☐ Weekend mornings ☐ Weekend afternoons ☐ Weekend evenings

31) Would you be interested in attending a 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

32) Which of the following would you be interested in attending to further discuss mobility habits and solutions? (check all that apply):

☐ Webinar ☐ Workshop ☐ Forum ☐ Individual interview

33) Do you have any other feedback or suggestions you would like to share?

Thank you for completing the survey!

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

☐ Facebook ☐ Twitter ¶
☐ Instagram ☐ Snapchat ☐ Other:

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