

NEW RTPO Public Transportation Survey

Public Online Survey Results

The following is a summary of responses received for a public survey that was made available online to residents of Ferry, Stevens and Pend Oreille Counties in Washington State. Responses were collected from February 15 through March 29, 2018.

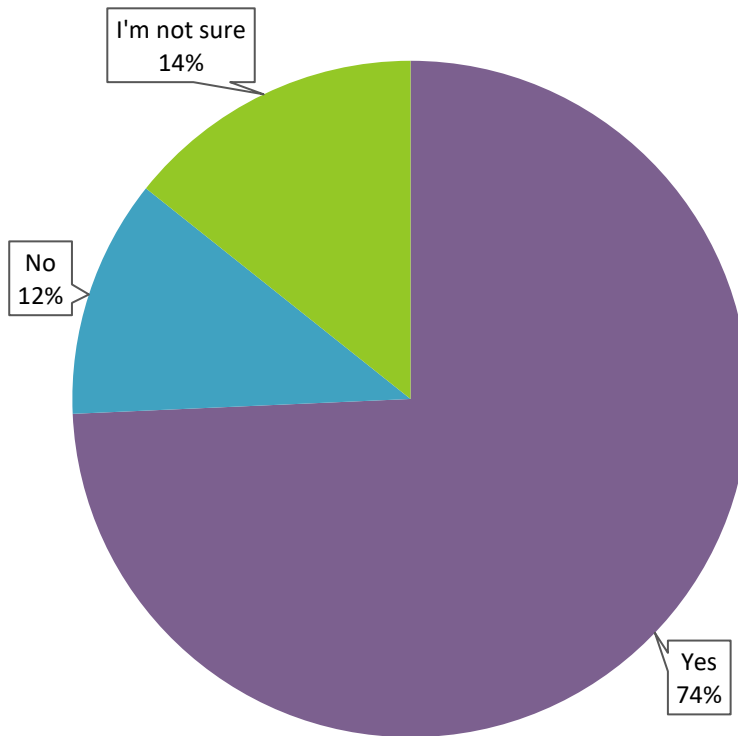
A total of 84 people responded to the survey; however not every participant elected to answer all of the questions. Also, it should be noted that there were a disproportionate number of responses from people residing on the Colville reservation. **The survey does not represent a statistical sample of the tri-county area.** It provides perspectives and insights from select members of the public who are interested in public transportation services in the tri-county region.

Questions posed in the online survey are shown, followed by a summary of responses in chart and/or tabular form.

Response Statistics

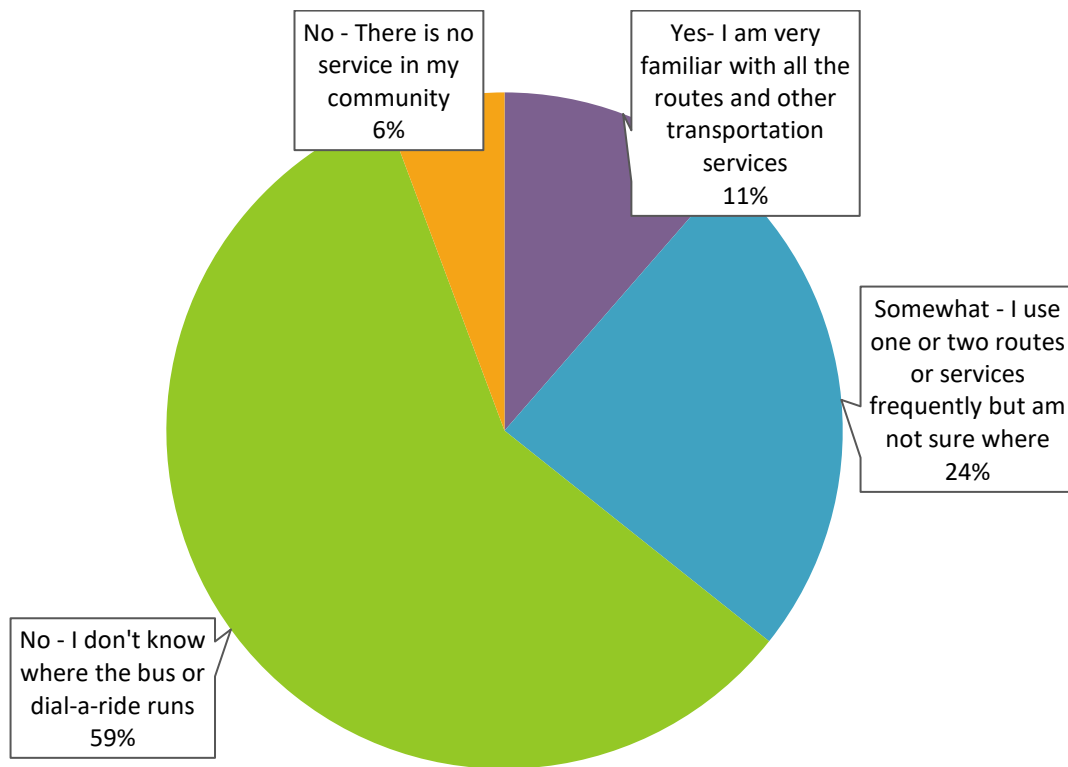
	Count	Percent
Complete	53	63.1
Partial	31	36.9
Disqualified	0	0
Totals	84	

First, we'd like to ask a few questions to understand your personal experience (if any) with transportation services in the tri-county area. Are public transportation services available in your community?



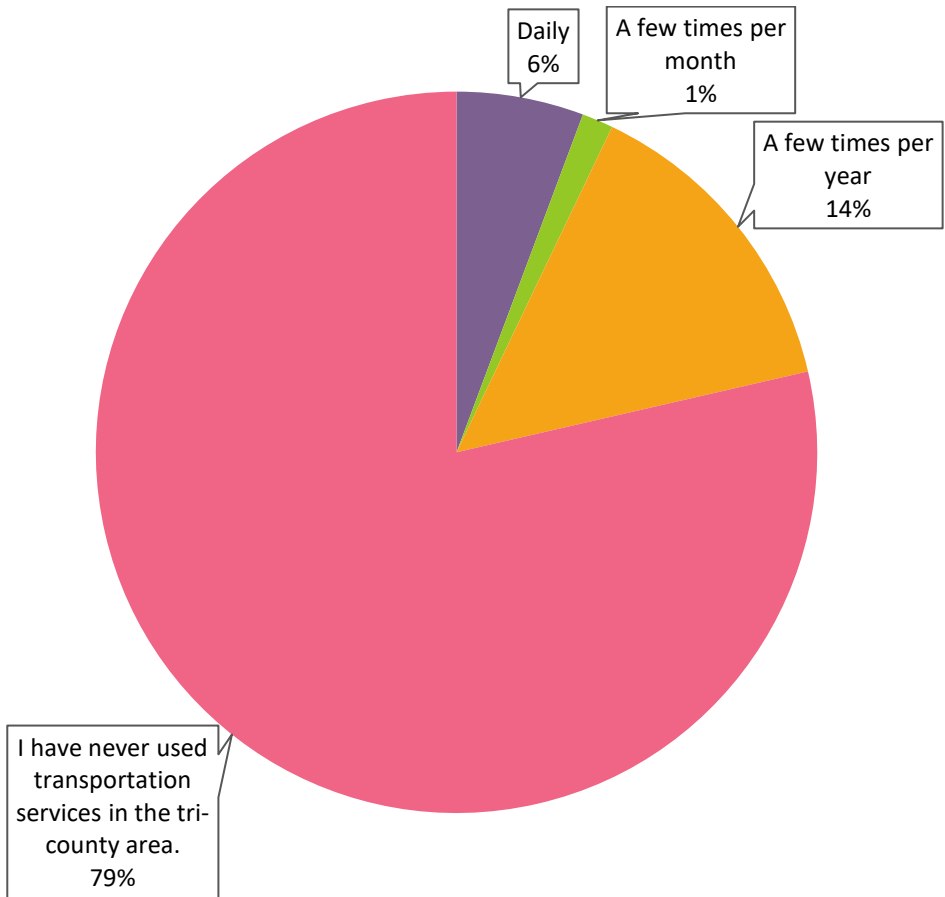
Value	Percent	Count
Yes	74.3%	52
No	11.4%	8
I'm not sure	14.3%	10
	Totals	70

Do you know where transportation services operate?



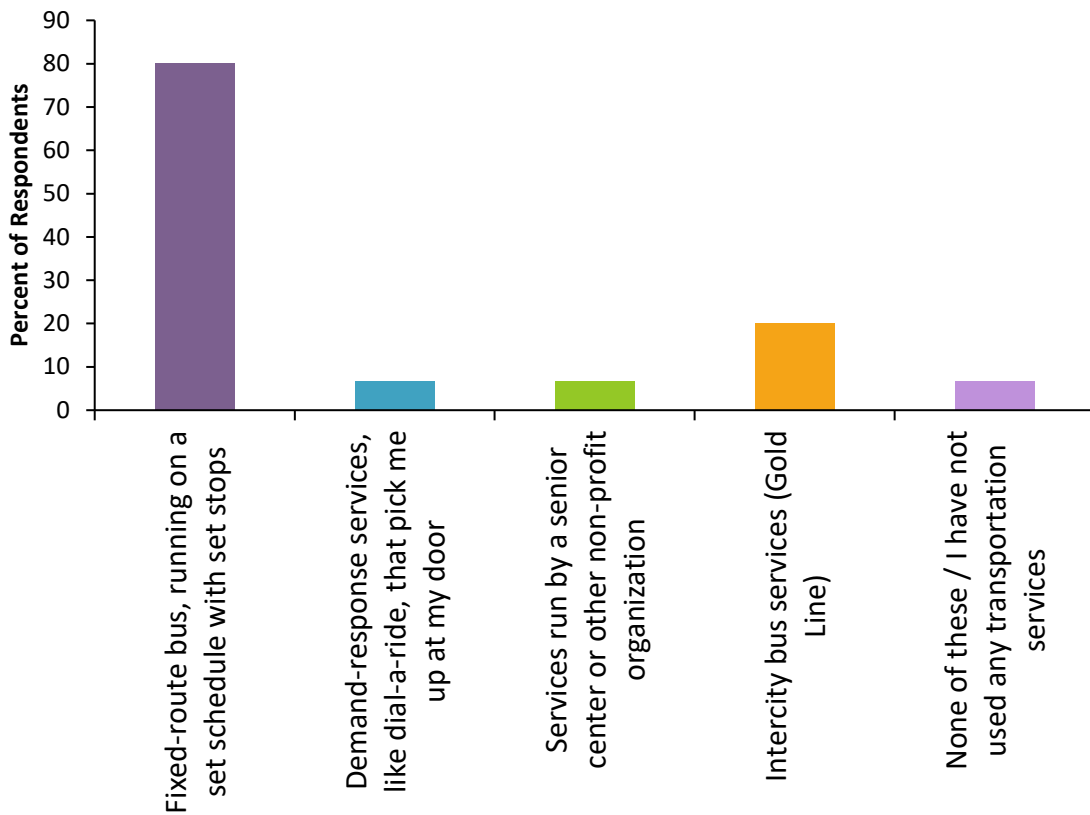
Value	Percent	Count
Yes- I am very familiar with all the routes and other transportation services	11.4%	8
Somewhat - I use one or two routes or services frequently but am not sure where else the system goes	24.3%	17
No - I don't know where the bus or dial-a-ride runs	58.6%	41
No - There is no service in my community	5.7%	4
	Totals	70

How often do you use the bus or other transportation service?



Value	Percent	Count
Daily	5.7%	4
A few times per month	1.4%	1
A few times per year	14.3%	10
I have never used transportation services in the tri-county area.	78.6%	55
	Totals	70

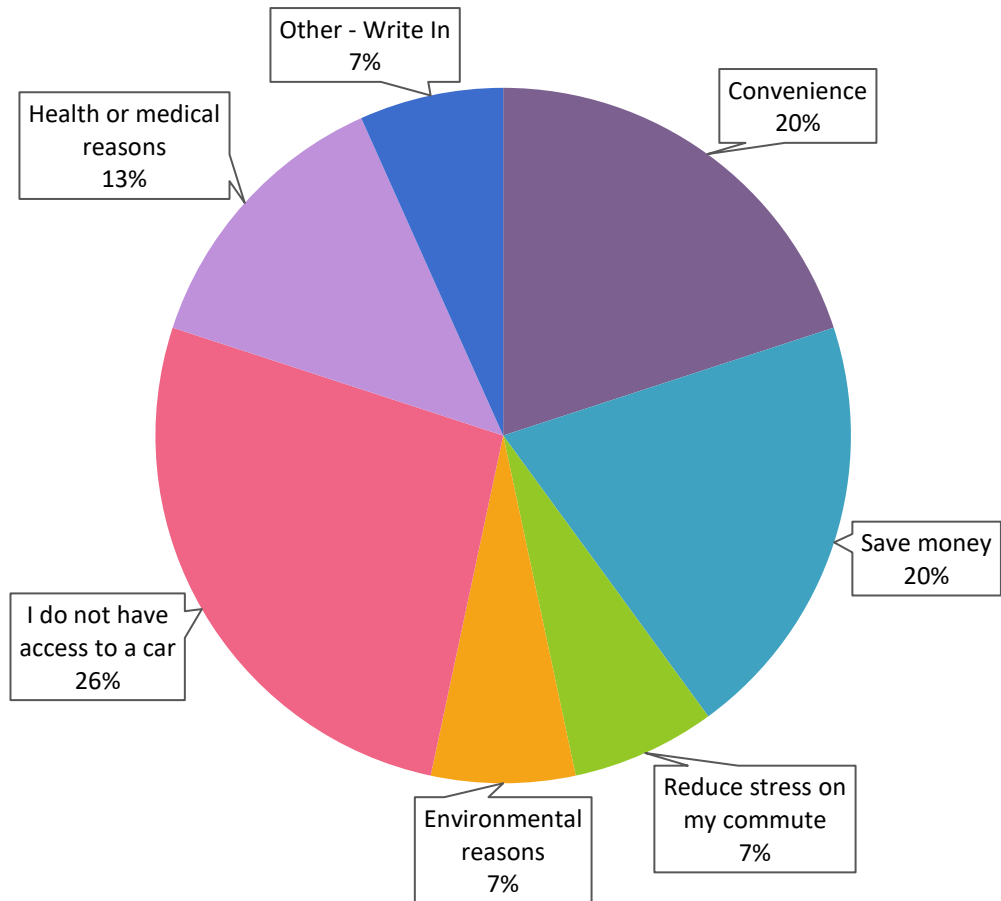
What types of transportation service have you used in the past 12 months? (Check any that apply)



Value	Percent	Count
Fixed-route bus, running on a set schedule with set stops	80.0%	12
Demand-response services, like dial-a-ride, that pick me up at my door	6.7%	1
Services run by a senior center or other non-profit organization	6.7%	1
Intercity bus services (Gold Line)	20.0%	3
None of these / I have not used any transportation services	6.7%	1

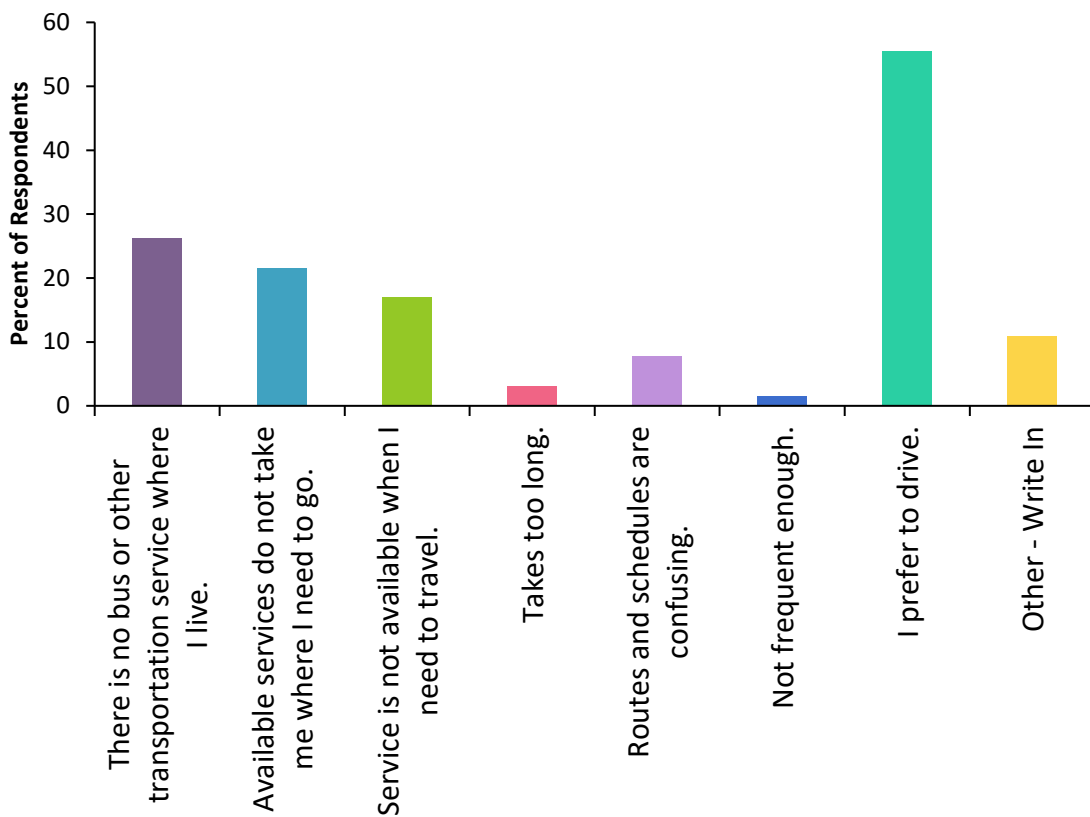
Other - Write In	Count
Totals	0

What is the main reason you use transportation services?



Value	Percent	Count
Convenience	20.0%	3
Save money	20.0%	3
Reduce stress on my commute	6.7%	1
Environmental reasons	6.7%	1
I do not have access to a car	26.7%	4
Health or medical reasons	13.3%	2
Other - Write In	6.7%	1
	Totals	15
Other - Write In		Count
Circumstances when I have no transportation		1
Totals		1

What are the top two reasons why you don't use transportation services very often, or don't use them at all?

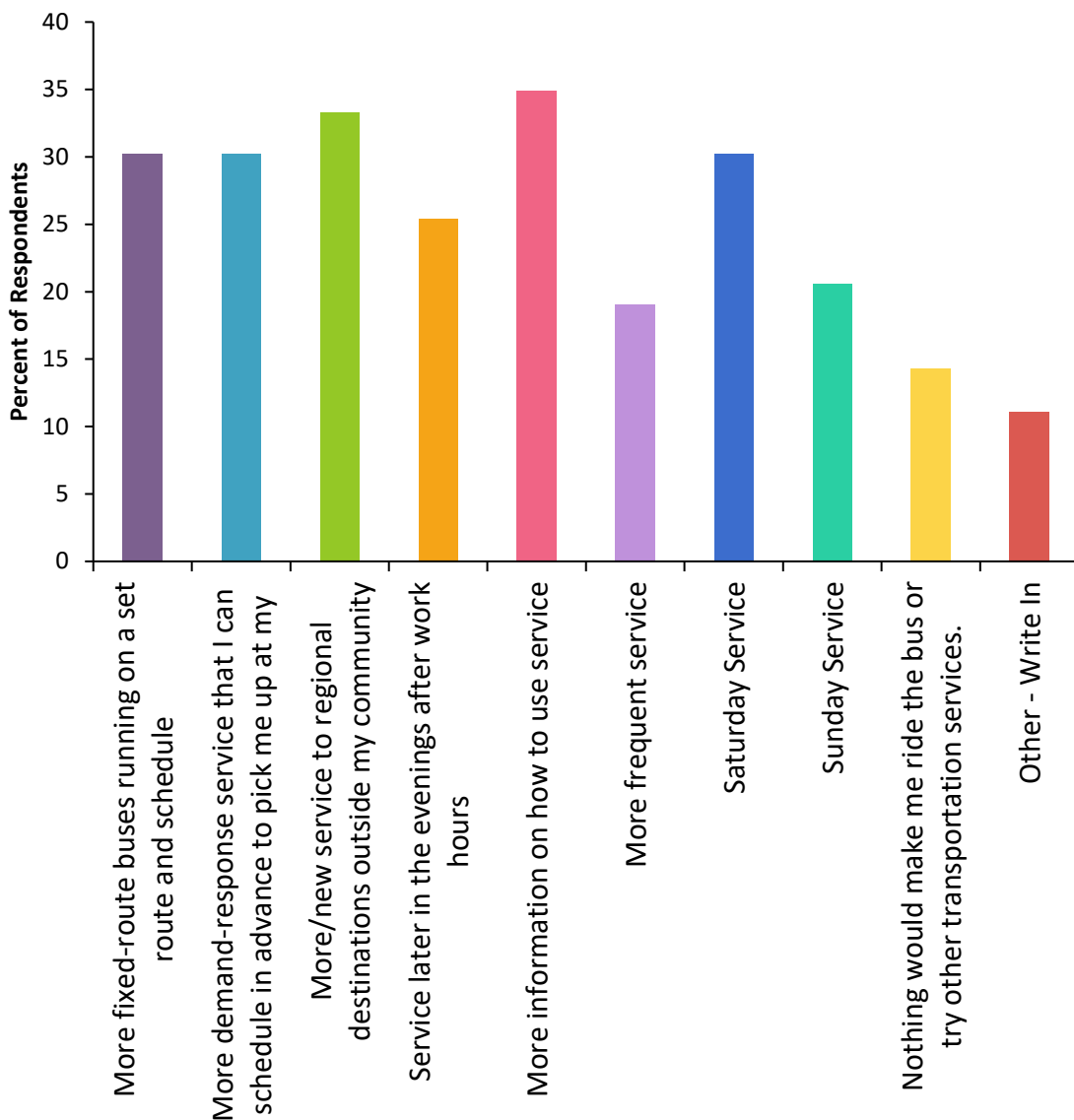


Value	Percent	Count
There is no bus or other transportation service where I live.	26.2%	17
Available services do not take me where I need to go.	21.5%	14
Service is not available when I need to travel.	16.9%	11
Takes too long.	3.1%	2
Routes and schedules are confusing.	7.7%	5
Not frequent enough.	1.5%	1
I prefer to drive.	55.4%	36
Other - Write In	10.8%	7

Write-in comments for this question on next page.

Other - Write In	Count
Car Owner	1
I'd like to take my dog	1
If I'm going to go to Spokane or Colville from Kettle Falls, for example, I am usually shopping and I need to be able to haul a lot of things. Makes more sense to use my own car. That also lets me come and go as I need without waiting for public transportation.	1
Not aware of it or the one I know of is highly inconvenient	1
Have to walk some. have health conditions that doesn't accommodate much walking	1
I have family that use the transit, between, Inchelium and Nespelem, Between Spokane & Coulee Dam, between Omak & Nespelem, Coulee Dam.	1
Service is available in the area, but not from where I reside.	1
Totals	7

Which of the following improvements would attract you to try using transportation services in the tri-county area, or use them more often?









Value	Percent	Count
More fixed-route buses running on a set route and schedule	30.2%	19
More demand-response service that I can schedule in advance to pick me up at my home and take me to my destination	30.2%	19
More/new service to regional destinations outside my community	33.3%	21
<i>Summary for this question continued on next page.</i>		

Service later in the evenings after work hours	25.4%	16
More information on how to use service	34.9%	22
More frequent service	19.0%	12
Saturday Service	30.2%	19
Sunday Service	20.6%	13
Nothing would make me ride the bus or try other transportation services.	14.3%	9
Other - Write In	11.1%	7

Other - Write In	Count
24/7 trial service	1
Gold Line services	1
I commute from Kettle Falls to Inchelium for work on a daily basis. So I would be interested in a route like that if it meshed with my work schedule (7am- 4:30pm)	1
I prefer to drive but I'm glad it's available to the community	1
Insure safety of passengers	1
After work hours, should be defined. My schedule can change frequently	1
All the buses have steep steps to board. I cannot make those steps.	1
Totals	7

Funding for expansion of existing transit service is limited, so it is important for planners to carefully prioritize service expansion opportunities in the tri-county area. In your opinion, please tell us how important these strategies are for enhancing or expanding existing transportation services in the region. One star = not important, five stars = very important.

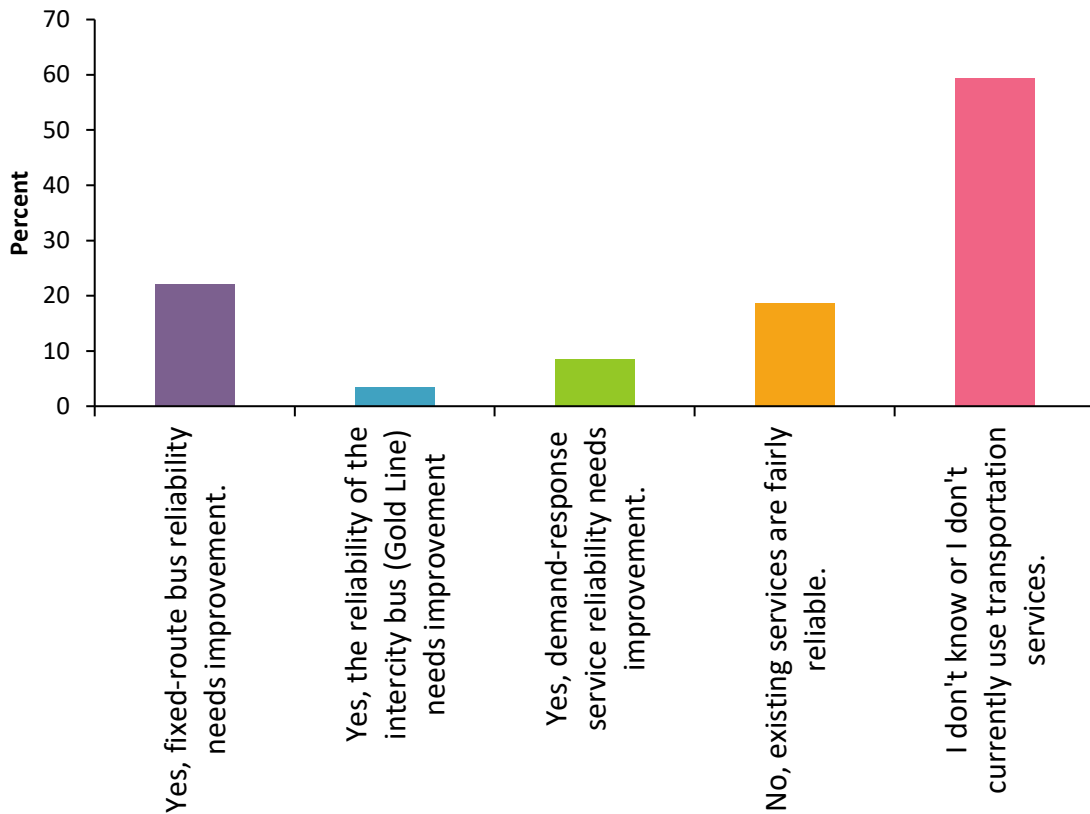
Increase service frequency so buses arrive more often on scheduled routes	
Expand daily hours of service, so buses start earlier in the morning and/or run later at night.	
More service on Saturdays	
More service on Sundays	
Add new fixed routes. (Expand bus service to new areas with routes that run on set schedules with set stops.)	
Add new demand-response service. (Expand dial-a-ride and similar transportation services that offer door-to-door service to new areas.)	

Please tell us where you think additional transportation services are needed.

ResponseID	Response
7	The outback! Republic to Malo to Curlew to Danville. Kettle Falls to Marcus to Evans to Northport to Waneta. Kettle stalls to Rice to Daisy to Hunters to Fruit and. Colville to Douglas Falls to Evans. Colville to Aladdin to Mill Creek to Deep Lake.
14	Not Sure
19	I do not plan on utilizing this service but know others that do. They would like better frequency, expanded hours, various locations added, and consistency in set schedule.
24	From Brewster, WA. to Omak, WA.
28	Coulee Dam to Nespelem for the workers. Most workers start at 7:30 and get off at 4:00. You can't take the bus to work because 1. It's hard to get to/ not enough stops. 2. The hours don't work for employees in Nespelem.
29	Colville Tribal Govt Center to and from Grand Coulee area .
34	Nespelem, Keller, add rural area stops pickups and add mini shelters for people to sit in while waiting.
36	Stops within each hud development on the Colville tribal reservation.
39	We need it to live, get to the store and work
40	Omak Colville Confederated Tribes housing area
41	Ferry County - Inchelium to Colville, Keller to Nespelem
43	City to city at least. People should be able to get to work if something were to happen to their usual transportation.
47	Nespelem
48	Nespelem Inchelium Keller
50	In lone to take people to say a Dr appointment.
52	Keller
58	I think having service between Inchelium and Kettle Falls/Colville would be useful. I'm not sure of all the routes and services that are currently offered so I can't rate too much on the above questions.
60	More rides for elders only

62	To Colville and Spokane areas for medical purposes
64	I DON'T BELIEVE IN PUBLIC TRANSPORTATION.
68	Marcus. Goldline another stop or two in Spokane
69	Republic WA
72	To libraries
76	To grocery stores and medical facilities
79	Springdale to Deer Park or Chewelah. Springdale to Colville.
82	Republic to Tonasket, Colville and Spokane,...specially Spokane VA.
87	Gifford

Reliability means that you can count on a transportation service to consistently pick you up and get you to your destination on time. Do you think reliability needs to be improved for any existing transportation service?








Value	Percent	Count
Yes, fixed-route bus reliability needs improvement.	22.0%	13
Yes, the reliability of the intercity bus (Gold Line) needs improvement	3.4%	2
Yes, demand-response service reliability needs improvement.	8.5%	5
No, existing services are fairly reliable.	18.6%	11
I don't know or I don't currently use transportation services.	59.3%	35

Please tell us where or how transportation reliability could be improved.

ResponseID	Response
8	On time schedules. I went to pick up destination and it was cold outside and they already left.
17	Buses to and from Wenatchee Valley College for evening scheduled time.
26	Newer buses.
39	Twice the buses. If you miss one it is hours or the next day to catch a ride .
40	Omak, details on routes.
47	Nespelem- Safer pickup and dropoff sites
48	Nespelem Inchelium Keller
49	Demand response, should be able to schedule a return time with rider's input so that they can plan to have a set ride home.
50	More frequent service to this area.


Everyone has different travel needs. A transportation network that offers a variety of transportation services can help serve many different types of trips. The strategies listed below are sometimes used to supplement regular fixed route buses and demand-response services. How important is each strategy to you? One star = not important, five stars = very important.

<p>Vanpools: To allow people to travel together in a van provided by a sponsoring agency</p>	
<p>Park and Ride Facilities: Locations where people can park their cars to take the bus or carpool</p>	
<p>Expanded Intercity Transit: To improve connections to destinations outside the tri-county area</p>	
<p>Community Shuttle: Such as a shopping shuttle with door-to-door group service to area retail centers</p>	
<p>Volunteer Driver Network: A network of people who are willing to provide rides using their own vehicles</p>	

Please tell us where these different varieties of service should be offered.

ResponseID	Response
14	NA
18	Need in rural area, some unable to get to town to catch ride, may even deter crime if offered in housing sites (extra eyes)
29	Colville Tribal Govt Center, Grand Coulee area
34	Keller, Inch, Napelem, Coulee Dam. I would say Omak too, but they have more taxi services so let's focus on the communities who do not.
36	On the Colville Confederated Tribes reservation
39	Weekend shopping shuttles
40	CIHA-hud homes area
43	City to city with specific stops.
47	Inchelium Napelem Keller
48	Napelem Inchelium Keller
52	Keller
58	All the major towns I imagine. For me I'm most interested in Kettle Falls, Colville, Inchelium, Deer Park and Spokane.
62	Republic, Kettle Falls, Colville
64	WHEREVER PEOPLE ARE ASKING FOR THEM.
79	Springdale

Just getting to the bus is the first step of any transit trip. Sometimes, however, this is not as simple as it sounds, especially if conditions are unsafe or uncomfortable for pedestrians (including those using assistive devices), and bicyclists. How important are these strategies for providing better access to transit? One star = not important, five stars = very important

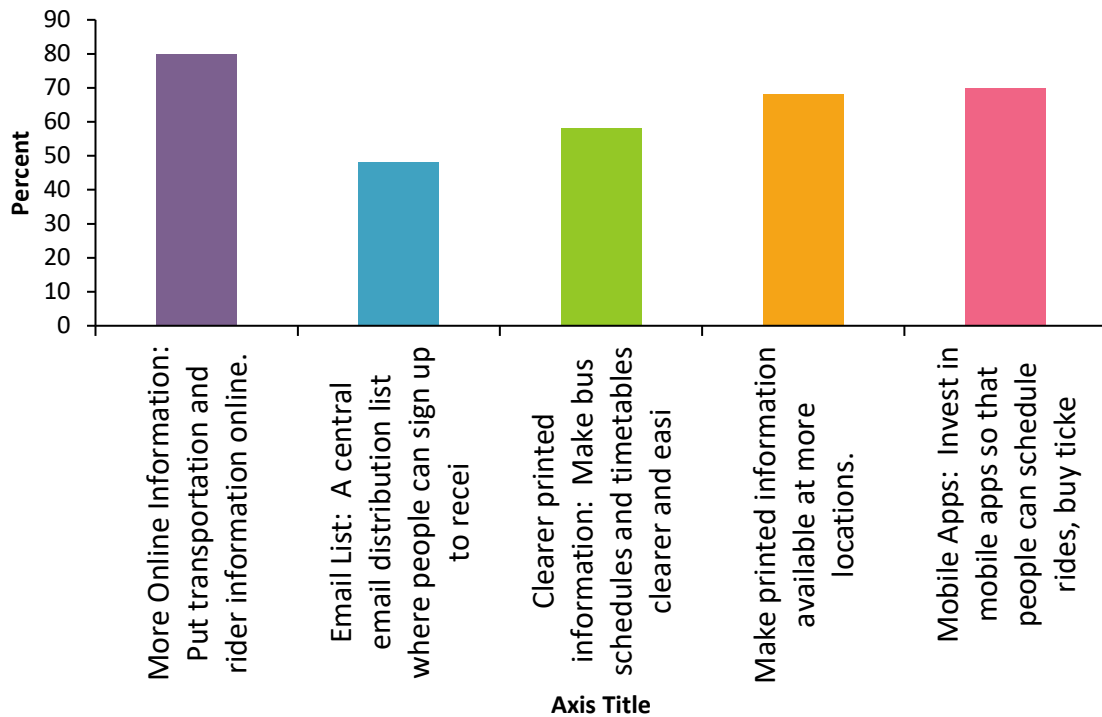
Clear signing at bus stop locations	
Safer sidewalks and road crossings	
Wheelchair accessible routes from bus stops to nearby destinations	
Wheelchair accessible vehicles	
Shelters and benches at bus stops	
Lighting at stop locations for better safety and security	
Bike Lanes connecting to transit	
Secure bicycle parking at transit stops	

Other strategies (write-in)
Create an Information booth at the stops.
Should be allowed service animals on the buses as well.
There are many people in the surrounding areas handicaps in which its difficult to get rides that they may need to get to their appointments.
Wheelchair vehicle if have trained health person.

Are there specific locations where you would like to see accessibility improvements made?

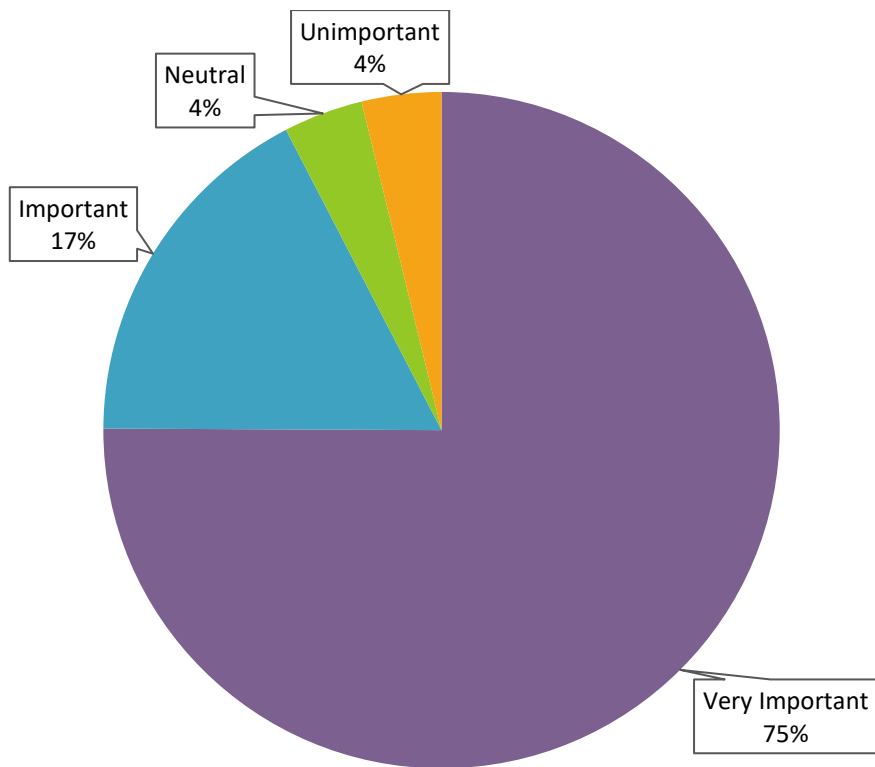
ResponseID	Response
14	NA
17	At the Tribal Government Center.
18	Covered waiting areas would be a plus.
29	Not really, but more public transportation in general would be a good thing.
34	NESPELEM! there is enough space in the town and at the agency to create a decent bus station equipped with an information station
36	Shelter/warmth at all locations on Colville reservations bus stops
39	Inchelium hwy
40	Omak / CIHA-HUD homes area
43	Nearby towns as well.
47	Town parks
48	Nespelem Inchelium Keller
52	Keller
58	Kettle Falls
60	What about animals seeing eye dogs or pets on the bus?
62	From the Ferry County Memorial Hospital into town. There are no safe walkways on the road between town and the hospital currently.
69	Republic WA

Without ready access to transportation system information, people may not know that transportation services are available, or how to use them. And, any information that is provided about transportation services must be accurate and kept up to date, so that travelers can rely upon it. Which of these strategies do you think could improve information about transportation services in the tri-county area? (Check any that apply.)



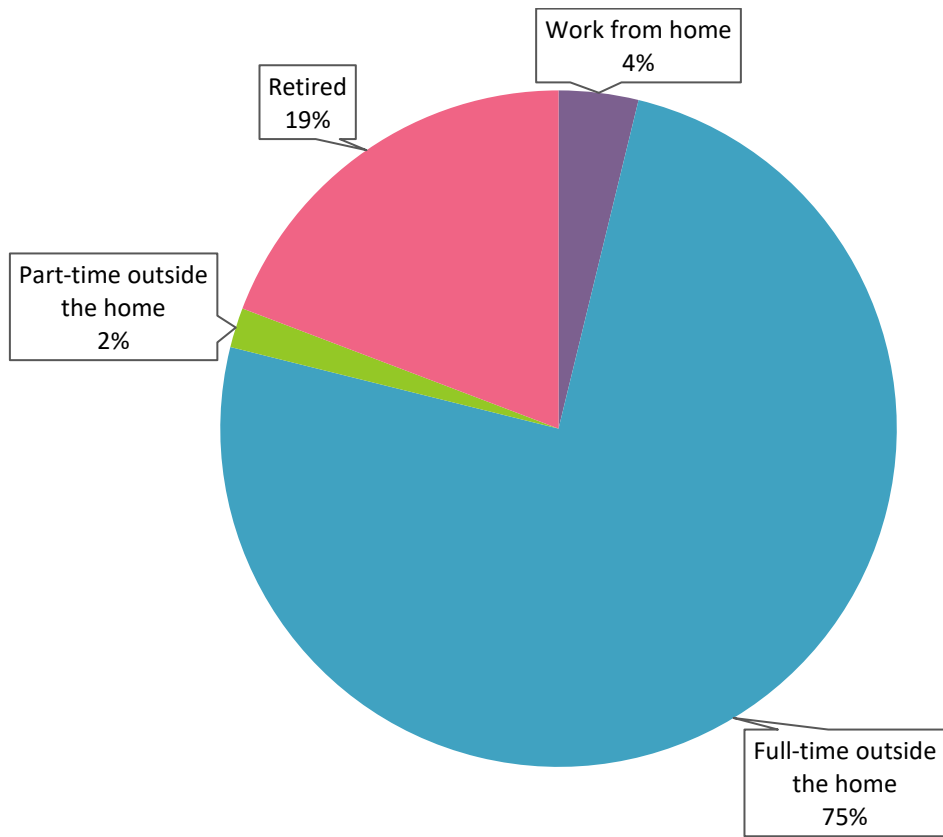
Value	Percent	Count
More Online Information: Put transportation and rider information online.	80.0%	40
Email List: A central email distribution list where people can sign up to receive updates about transportation services.	48.0%	24
Clearer printed information: Make bus schedules and timetables clearer and easier to read.	58.0%	29
Make printed information available at more locations.	68.0%	34
Mobile Apps: Invest in mobile apps so that people can schedule rides, buy tickets, check schedules, or check next bus arrivals on their smart phones.	70.0%	35

Just a few final questions...thank you for your patience! How important is it to have transportation services, such as buses, rideshare, vanpool, etc. available in your community, regardless of whether you need these services in your own personal life?



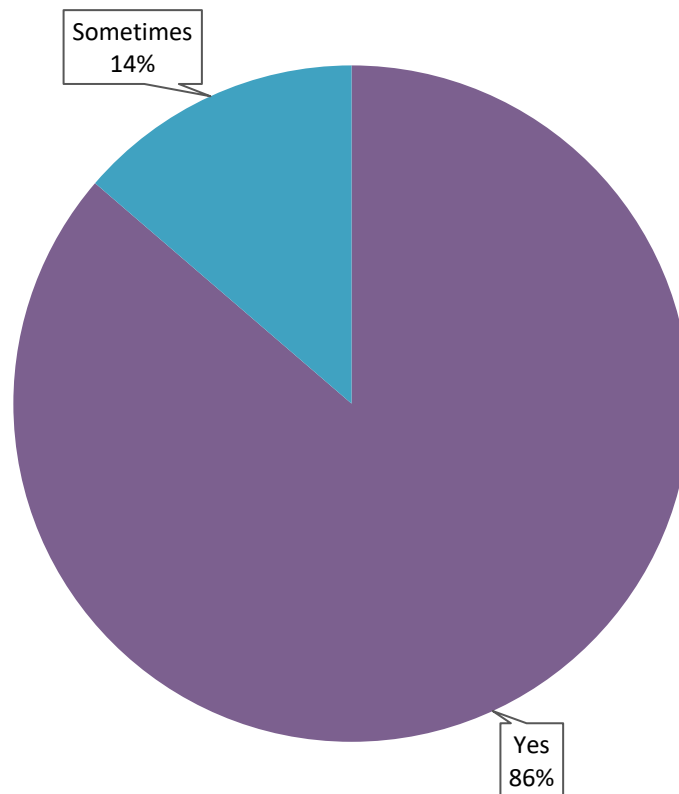
Value	Percent	Count
Very Important	75.0%	39
Important	17.3%	9
Neutral	3.8%	2
Unimportant	3.8%	2
	Totals	52

Could you tell us your current employment status?



Value	Percent	Count
Work from home	3.8%	2
Full-time outside the home	75.0%	39
Part-time outside the home	1.9%	1
Retired	19.2%	10
	Totals	52

Do you have access to a car?

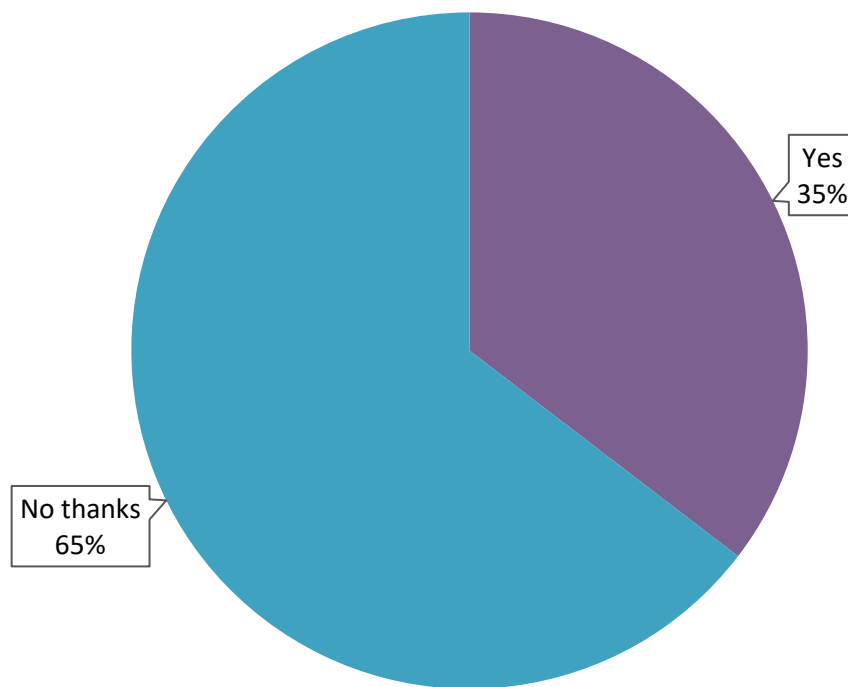


Value	Percent	Count
Yes	86.3%	44
Sometimes	13.7%	7
	Totals	51

What is your home zip code?

Count	Response	
12	99116	Colville Reservation (Coulee Dam Area)
8	99166	Republic Area
7	99155	Nespelem Area
6	99138	Inchelium Area
3	98841	Omak Area
3	99133	Grand Coulee
3	99141	Kettle Falls Area
2	99109	Chewelah Area
2	99124	Coulee Dam Area
2	99156	Newport Area
1	99 (<i>Incomplete response</i>)	
1	99140	Keller Area
1	99157	Northport Area

Would you like to be notified of future transit planning events in the tri-county area?



Value	Percent	Count
Yes	35.4%	17
No thanks	64.6%	31
	Totals	48