

# Lake County Transit Development Plan - 2022 Update

Technical Memorandum 2 - Summary of Community Outreach



*Prepared for the*  
**Lake Area Planning Council**



September 6, 2022



Prepared by LSC Transportation Consultants, Inc.



*Lake County  
Transit Development Plan  
2022 Update*

*Technical Memorandum 2: Summary of  
Community Outreach*

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## **INTRODUCTION**

The Lake Area Planning Council has retained LSC Transportation Consultants, Inc., to prepare an update to the county's Transit Development Plan (TDP). The TDP analyzes existing public transportation services in Lake County, considers public input collected during the planning process, and then outlines a revised service plan to be implemented by Lake Transit during the next five years. Given that public transit is a vital service helping to address the transportation needs of many local residents, it is imperative that the TDP not only provide helpful suggestions for potential service improvements but also reflect the desires of Lake County residents.

To be successful, the TDP needs to consider the thoughts and opinions of Lake County residents, both transit riders and non-transit riders alike. Therefore, multiple public outreach efforts were conducted while developing the TDP update in order to collect meaningful data and feedback regarding existing transportation services in Lake County, as well as information on overall perceptions of the Lake Transit Authority (LTA). Data regarding mobility barriers, issues with Lake Transit, and how Lake County residents utilize other transportation services was also gathered through the public outreach efforts.

This Technical Memorandum will summarize all public outreach efforts completed thus far in the planning process to prepare the new TDP. These efforts include an onboard passenger survey, an online community survey, and a stakeholder survey. Details regarding how each effort was conducted will be discussed, as well as thorough reviews of the findings collected during each form of outreach. Ultimately, the findings from this Technical Memorandum along with the analysis of existing conditions presented in the previous Technical Memorandum will be considered in order to design a recommended course of action for Lake Transit for the next five years.

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## LAKE TRANSIT ONBOARD PASSENGER SURVEY

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### ONBOARD PASSENGER SURVEY

An onboard passenger survey was conducted during the week of May 23, 2022. During this time, Lake Transit passengers were invited to complete surveys with the assistance of trained survey staff. This public outreach campaign focused specifically on learning more about how current Lake Transit riders utilize the bus system, as well as their opinions of public transit service as riders.

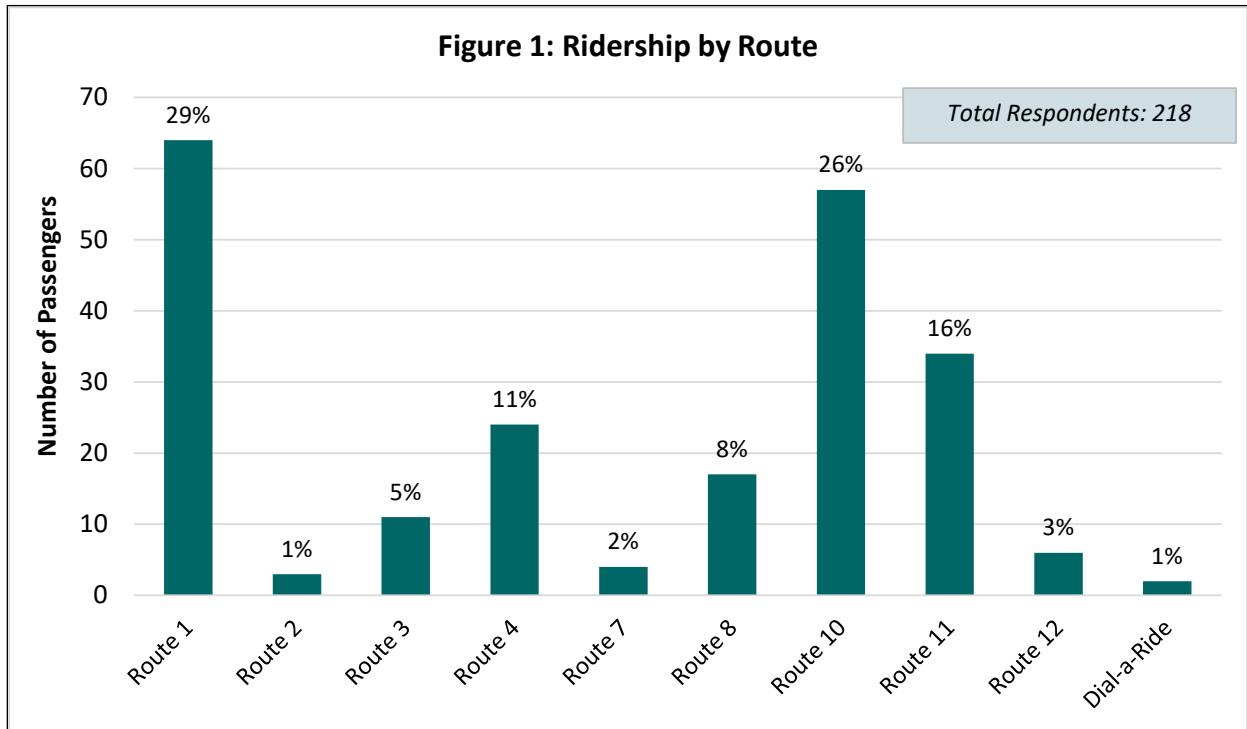
The survey instruments consisted of a one-page questionnaire in English on one side and Spanish on the reverse side, printed on card stock. The surveys included a simple introduction, with 17 questions in multiple choice, short-answer, or comment format. A total of 232 passengers participated in the survey; 96 percent (223 persons) completed the survey in English while the remaining 4 percent (9 persons) completed the survey in Spanish. Highlights from the onboard survey results are presented in this section, while detailed results are included in Appendix A.

### Passenger Profile

- Only 14 percent of respondents had a car available to them the day they were surveyed. Only 37 percent had a driver's license.
- Over 40 percent of the respondents were adults ages 41 to 64 years old. Adults between the ages of 25 to 40 represented the second greatest number of responses (24 percent).
- About one third of onboard survey respondents were employed (31 percent). Over 40 percent were either unemployed or retired.
- The most common purposes for why the survey respondents were riding the bus were personal business (27 percent) and work (24 percent).

### Travel Patterns

- On board surveys were distributed on every fixed route in operation (all fixed routes except Route 4a) as well as on Lake Transit Dial-a-Ride services. Most respondents were riding Routes 1, 10, and 11, which corresponds to overall Lake Transit ridership trends during Fiscal Year (FY) 2021-22. Figure 1 shows complete ridership by route results.
- About one quarter of survey participants boarded the bus from 7 AM to 8:59 AM. Only 4 percent of respondents boarded the bus during either the first two hours or final two hours of service.



- Considered together, overall boarding and alighting activity was strongest at the Walmart in Clearlake, the current LTA transfer hub, Sutter Lakeside Hospital, State Route (SR) 20 and 1<sup>st</sup> in Lucerne, Burns Valley Mall in Clearlake, and Robinsons Rancheria Resort and Casino in Nice.
- Major origin/destination pairs were identified by analyzing passengers’ boarding and alighting information. Table 1 shows boarding and alighting pairs for those survey respondents who specified both locations.
- The majority of passengers surveyed walk both to and from the bus stop (79 and 72 percent, respectively).
- 64 percent of passengers were planning on riding the bus round-trip the day they were surveyed.
- Participants were asked to list all of the routes they planned on using to get to their final destination. Results provided insight into overall travel patterns of passengers on Lake Transit and revealed common route transfer pairs. Among the surveyed respondents, Route 1 was the most popular route for passengers to transfer both from and to, followed by Route 10 and then Route 11 (Table 2).

**Table 1: Major Origin/Destination Pairs from Onboard Survey Results**

*Excludes Stops with 1 Boarding or 1 Alighting*

Boarding Stop	Alighting Stop																				Total (1)						
	Adventist Health Hospital	Arrowhead Rd & Boxwood St	Austin Park	Burns Valley Mall	Callistoga	Clearlake	Clearlake Oaks	Clearlake Post Office	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice Post Office	Old Highway 53	Pear Tree Center	Robinson Rancheria Resort & Casino	Running Creek Casino	Safeway (Clearlake)	Sutter Lakeside Hospital	Twin Pine Casino		Third and Main St (Lakeport)	Ukiah	Upper Lake	Walmart (Clearlake) - LTA Transfer Hub	Woodland College	
13th Ave & SR 20 (Lucerne)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
Adventist Health Hospital	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
Austin Park	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	2%
Burns Valley Mall	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	3%
Clearlake Apartments	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	2%	
Clearlake Oaks	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Clearlake Post Office	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Clearlake Senior Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Cypress Ave	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Grocery Outlet (Lakeport)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	
Kelseyville	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Lake County Social Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Lakeport	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Lower Lake	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Lower Lake High School	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Lucerne	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	3%	
Martin St @ Bella Vista	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	
Mendo Mill (Clearlake)	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Nice	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Nice Post Office	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	
Notts Liquors	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Robinson Rancheria Resort & Casino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	3%	
Safeway (Clearlake)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Safeway (Lakeport)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
SR 20 & 1st (Lucerne)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	1%	0%	4%	
Store 24 (Middletown)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Sutter Lakeside Hospital	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	1%	5%	
Third and Main St (Lakeport)	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	6%	
Twin Pine Casino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Walmart (Clearlake) - LTA Transfer Hub	1%	0%	1%	1%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	1%	13%	
<b>Total (1)</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>19%</b>	<b>2%</b>	<b>100%</b>	

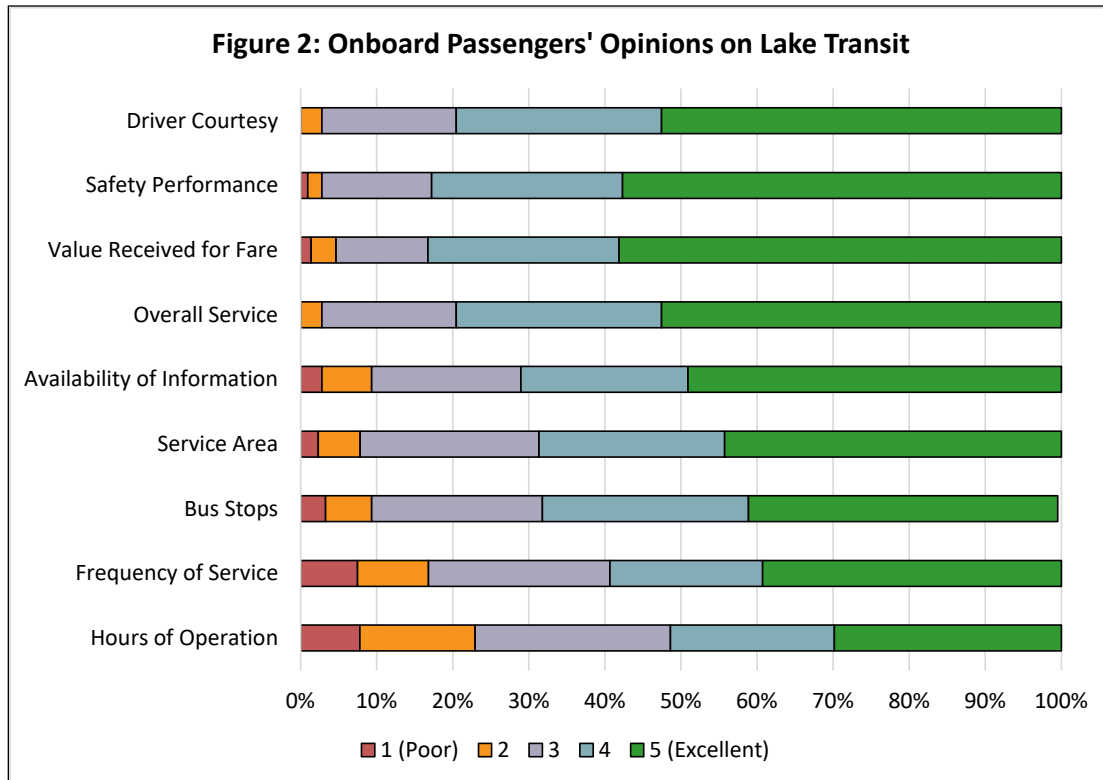
*Note 1: Excluding stops with 1 boarding or 1 alighting.*

**Table 2: Route Transfer Patterns**

Surveyed Route	Routes Included as Part of Planned Trip													Total	
	1	2	3	4	4a	7	8	10	11	12	Amtrak	Greyhound	Mendocino Transit		Vine Transit
1		3	2	1	1	2	10	7	2	1	1	1	1	1	33
2	0		1	1	0	0	0	0	0	0	0	0	0	0	2
3	3	1		0	0	0	0	1	1	0	1	1	0	2	10
4	2	0	1		0	4	3	3	1	2	0	0	1	0	17
7	1	0	0	1	0		1	1	0	0	0	0	0	0	4
8	6	0	0	2	0	1		1	1	1	0	0	1	0	13
10	8	0	1	3	0	0	0		11	6	0	1	0	0	30
11	5	2	1	4	1	0	0	8		0	0	0	0	0	21
12	0	1	0	0	0	0	1	1	1		0	0	0	0	4
Unknown	3	2	1	2	2	1	2	4	2	0		0	0	0	19
<b>Total</b>	28	6	5	13	3	6	7	19	17	9	1	2	2	2	120

## Passenger Opinions

To better understand passengers' opinions on different aspects of Lake Transit service, they were asked to rank service characteristics on a scale of 1 (poor) to 5 (excellent) (Figure 2). Overall, passengers indicated general satisfaction with Lake Transit: 72 percent of answers were either 4 (good) or 5 (excellent), and the overall service ranked an average of 4.3. The highest ranked Lake Transit service characteristics were driver courtesy (4.5), safety performance and value received for fare (both 4.4). The lowest ranked were hours of operation (3.5) and service frequency (3.7).



## Desired Improvements

- The survey respondents were asked to consider whether or not they would ride the bus to various destinations if Lake Transit were to expand its service area. Passengers indicated they would be most likely to ride a new transit service to Ukiah/Santa Rosa.
- If Lake Transit was to implement an on-demand transportation service, almost 80 percent of respondents said they would be interested in using the program. 56 percent of passengers would want their ride to arrive in 30 minutes or less.
- Participants were given the chance to describe other service improvements they would like to see implemented on Lake Transit. The most popular ideas were to have extended service options on both Saturday and Sunday (30 percent), resume Saturday service (20 percent), and to extend service hours (12 percent).

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## **COMMUNITY SURVEY**

In order to increase transit ridership over time, it is critical that new riders are recruited. Understanding the demographics, travel patterns, and views of public transit held by the community at large can help to reveal issues or gaps in service that hinder some people from taking advantage of the bus system. Once these obstacles are identified, it is then possible to implement service changes which address these issues and support greater transit ridership across the region.

The community survey was designed to capture data regarding how the greater Lake County population uses and perceives Lake Transit, not just transit riders. The survey also included questions intended to identify some of the barriers that are preventing people from riding the bus more often. To reach both Lake County residents who ride the bus and those who don't, the community survey was advertised by sending the information to key Lake County stakeholders, who were then asked to further distribute the survey information to their own networks. Lake County News also published an advertisement for the survey.

Respondents completed the survey online through the Survey Monkey platform. The survey instrument itself contained 17 questions in multiple choice, short-answer, or comment format. In all, 81 people responded to the survey. Although the survey was available in both English and Spanish, everyone responded in English. Key findings are analyzed below while full results are included in Appendix B.

### **Participant Profile**

- Although residents from all across Lake County responded to the survey, the most common places of residence among the participants were Clearlake (25 percent), Lakeport (12 percent), and Nice (12 percent).
- A large portion of the respondents were adults ages 41 to 64 years old (42 percent). 45 percent of respondents were seniors ages 65 or older.
- The majority of respondents (85 percent) do not have a disability preventing them from using public transit.
- Different from the onboard survey participants, 75 percent of the community survey respondents had a car available to them and 84 percent had their driver's license.

- Given the high number of senior adults who responded to the community survey, it is not surprising that 42 percent of participants were retired. 40 percent of participants were employed full time while 11 percent were employed part time.

## **Travel Patterns**

- Most of the community survey respondents had not used Lake Transit, or Lake Links, within the last two years (60 percent).
- 14 percent ride the bus less than 1 time per month, and 61 percent never ride the bus. Some people did indicate that they ride the bus with relative frequency, as 25 percent use public transit at least once per month.
- 25 percent of the survey participants had ridden on at least one of the Lake Transit regional routes (Routes 1, 2, 3, 4, 4a, and 7) in the past. 18 percent had ridden Route 8 in Lakeport and 16 percent had ridden one of the local Clearlake routes (Routes 10, 11, and 12).
- Participants detailed where they travel for different purposes. Lakeport was the most popular destination for work, medical appointments, groceries, and banking.
- Participants were asked where they travel for various trip purposes. Table 3 shows the most popular destinations for all trip types based on where the respondents live. Lakeport was the most popular destination for everyone except residents of Clearlake, Hidden Valley Lake, and Spring Valley. Lake County residents also travel more frequently to and from Sonoma County compared to Mendocino or Napa Counties.

## **Public Opinions**

The community survey respondents ranked the same aspects of Lake Transit service that were evaluated by the onboard survey participants (Figure 3). Overall, the community survey respondents had worse impressions of Lake Transit compared to those who answered the passenger survey; the community survey respondents ranked the overall service an average of 3.2 versus the onboard survey which ranked the overall service 4.3. Just like the onboard survey, the two highest ranked factors were driver courtesy and safety performance (both 3.8) and the lowest ranked factors were hours of operation (2.4) and frequency of service (2.7).

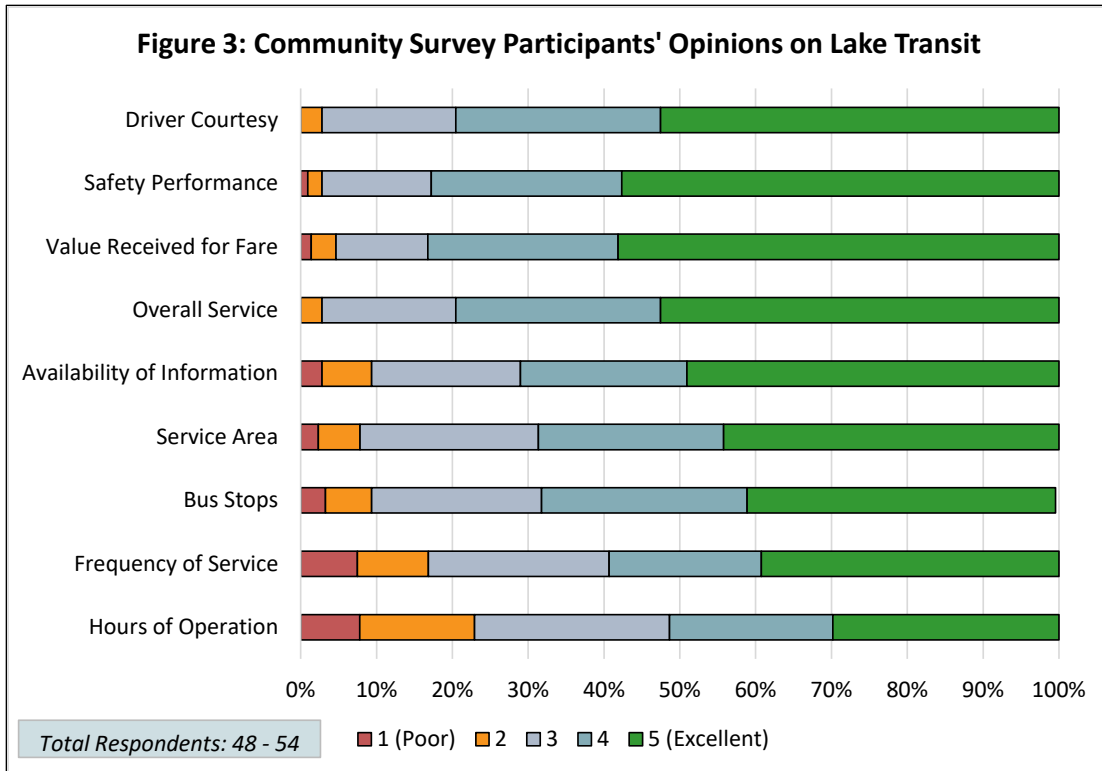
## **Desired Improvements**

- The survey participants were asked what dissuades them from using Lake Transit or Lake Links. Most explained that, quite simply, they have their own personal transportation that they prefer to use (63 percent). Other issues cited were the service area (23 percent), the hours of operation (14 percent), and service frequency (9 percent).



**Table 3: Travel Patterns by Community of Residence - Percentage of All Trips**

Community of Residence	Communities Traveled to for All Trips														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	20%	0%	10%	0%	40%	0%	0%	10%	0%	10%	0%	0%	0%	10%	100%
Clearlake / Lower Lake	39%	5%	8%	0%	16%	3%	0%	0%	0%	8%	0%	5%	16%	0%	100%
Cobb	10%	10%	0%	0%	60%	0%	0%	0%	0%	0%	0%	0%	10%	10%	100%
Hidden Valley Lake	40%	0%	60%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Lakeport / Kelseyville	8%	0%	3%	10%	46%	3%	3%	8%	0%	3%	8%	0%	5%	5%	100%
Lucerne / Clearlake Oaks	18%	0%	0%	0%	45%	3%	3%	8%	3%	3%	11%	0%	5%	3%	100%
Nice / Upper Lake	2%	0%	0%	2%	40%	0%	0%	17%	9%	6%	13%	0%	6%	4%	100%
Spring Valley	80%	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%



- If Lake Transit were to add an on-demand transportation service, 70 percent of the community survey respondents would be interested in using the service. Once they had requested a ride, 26 percent of respondents would want to wait 15 minutes or less, and 34 percent would wait 15 to 30 minutes.
- If the Lake Transit service area was to be expanded, respondents would be more likely to ride the bus to Ukiah/Santa Rosa and additional destinations within Lake County than other locations.
- Respondents showed high levels of support for free fares and resuming Saturday service.
- When asked to prioritize the most important service improvements that would encourage them to ride the bus more often, the top answers were resuming Saturday service (18 percent), service to more destinations outside Lake County (18 percent), more bus stops closer to the respondents' homes (13 percent), and service to more destinations within Lake County (13 percent).
- One participant pointed out that they would like to use Lake Transit services, however there is currently no service to Spring Valley, where they live.

## TRANSPORTATION STAKEHOLDER SURVEY

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### STAKEHOLDER SURVEY

As previously mentioned in Chapter 4 of the first Technical Memorandum, there are many other organizations in Lake County besides Lake Transit that provide transportation services directly or assist clients with their transportation needs. It is important to consider these other transportation providers when developing the Lake County TDP update so that services can be designed to potentially meet unmet transit needs not addressed by these alternative transit resources.

A stakeholder survey was distributed to organizations across Lake County during July and August 2022 to gather more information about how these organizations assist their clients with transportation. Other questions were designed to learn more about the mobility issues and transportation needs of each organization's clientele. A total of seven respondents participated in the survey. The following is a brief overview of the responses that highlights common mobility needs and challenges observed among each organization's clients, as well as how they currently use Lake Transit. A detailed overview of answers by respondent and question can be found in Appendix C. Survey participants included staff from the following organizations:

- Lake Links
- Mendocino College
- Woodland Community College – Lake Campus
- Sutter Lakeside Hospital
- People Services, Inc.
- Lake County (Services Related to Older Adults)
- Redwood Coast Regional Center (RCRC)

### Summary of Transportation Services

Four of the seven organizations surveyed provide transportation services to their clients: Lake Links, Sutter Lakeside Hospital, People Services, Inc, and RCRC, all of which were discussed in further detail in the first Technical Memorandum. Lake Links reimburses clients, works with a hired contractor to provide transit services, and later in 2022 will be establishing a volunteer driver program. Both Sutter Lakeside Hospital and RCRC buy bus passes for their patients, and RCRC also purchases transportation from a provider and reimburses clients for mileage. People Services, Inc., staff provide rides in both company-owned and private vehicles.

### Clients' Transportation Needs and Challenges

Providers were asked to reflect on their clients and when/where they most often need transportation assistance. Over 70 percent of the organizations surveyed said their clients need help getting to

medical appointments. People most often need to get a ride sometime between 7:00 AM to 9:00 AM, and they would then need to get rides home between 3:00 PM to 10:00 PM. The transportation stakeholders said their clients would primarily need rides on weekdays, with some also mentioning a need on Saturday.

Although most of the organization's representatives pointed out that their clients need to travel all across Lake, Napa, and Mendocino Counties, there were some specific destinations mentioned that are particularly common. Popular residential destinations within Clearlake are the Avenues and Lakeshore Boulevard. Commercial destinations mentioned include St Helena Hospital in Napa County, Adventist Health Howard Memorial Hospital in Willits, Burns Valley Mall, Lake County Social Services, and other Sutter Lakeside facilities in Lakeport besides the main hospital.

The biggest challenges preventing the surveyed organizations' clients from getting where they need to go are that many of the individuals do not have personal vehicles, they do not have driver's licenses, and that they live too far from any bus stops. Many of the organizations also cited the need for earlier or later service hours. Lake Links and Sutter Lakeside Hospital both indicated that a lot of their clients and patients are physically unable to ride the bus due to medical constraints.

### **How Clients Use Lake Transit**

Five of the organizations indicated that their clients are able to use Lake Transit services at least some of the times. Lake Links clients typically use Medi-Links instead of Lake Transit services. The Mendocino College staff said that they believe that students and staff are overall satisfied with Lake Transit, but the staff from People Services, Inc., and RCRC said that many of their clients have expressed dissatisfaction with Lake Transit because of the hours of operation and service area. The two best outreach tools for communicating information about public transit to the organizations' clients are the Lake Transit website and printed materials.

### **KEY TAKEAWAYS OF THE ONBOARD SURVEY, COMMUNITY SURVEY, AND STAKEHOLDER SURVEY**

Although the stakeholder survey was geared towards businesses and organizations in Lake County that provide transportation services rather than the residents who use said services, the results of the stakeholder survey still reinforce some of the same points and issues raised by both the onboard and community survey efforts. Some of the key takeaways supported by all three survey efforts include:

- Many Lake County residents could benefit from more transportation assistance to medical appointments both within and outside of Lake County.
- There is demand for more frequent transportation to out of county locations, specifically Ukiah/Santa Rosa.

- The top factors limiting Lake Transit ridership are the hours of operation, service frequency, and the service area.
- Lake County residents are interested in on-demand transportation and would likely use this type of service if made available.
- The most popular service improvement ideas across all three surveys are reinstating Saturday service, establishing more bus stops closer to residents' homes, adding more service options to destinations outside of Lake County, and later service hours.

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## DETAILED LAKE TRANSIT ONBOARD SURVEY RESULTS

### LAKE TRANSIT SURVEY RESULTS

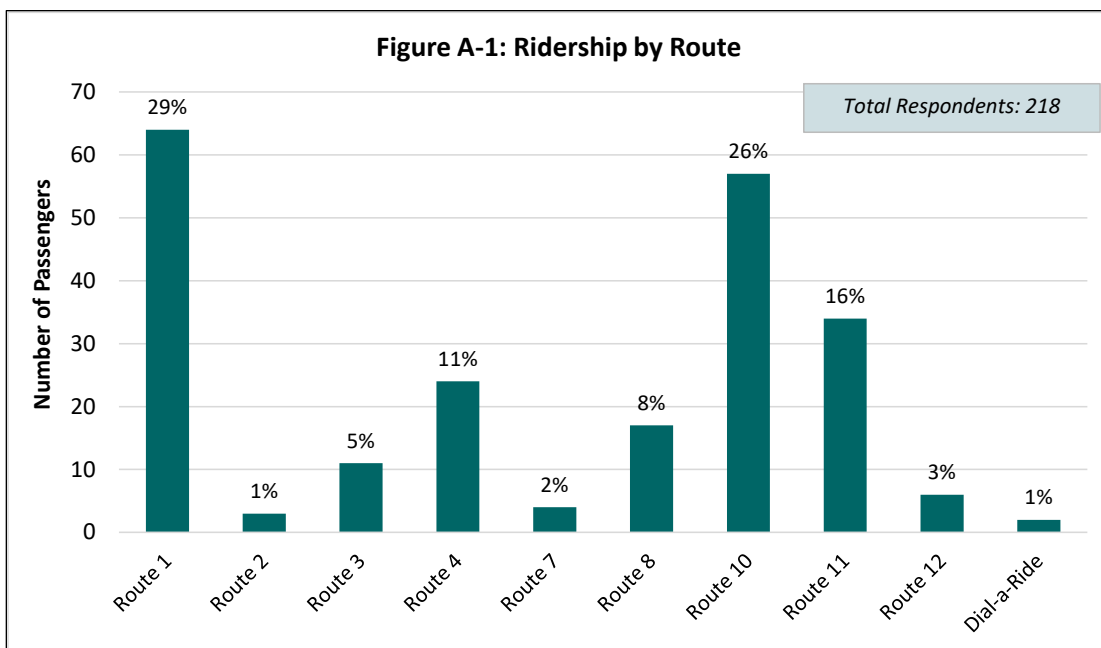
Public outreach for the Lake County Transit Development Plan (TDP) Update began with an onboard survey effort. Lake Transit passengers were invited to complete the onboard surveys from May 23 until May 26, 2022, with the assistance of trained survey staff. Detailed results of the survey effort are provided in this Appendix, with highlights provided in the main report. These survey results are intended to inform potential service recommendations made in the Lake County TDP.

The survey instruments consisted of a one-page questionnaire in English on one side and Spanish on the reverse side, printed on card stock. The surveys included a simple introduction, with 17 questions in multiple choice, short-answer, or comment format. Most respondents did not answer every question, therefore the number of answers per question varies.

A total of 232 passengers participated in the survey; 96 percent (223 persons) completed the survey in English while the remaining 4 percent (9 persons) completed the survey in Spanish. The survey responses represent approximately 40 percent of Lake Transit average daily ridership on all routes for FY 2021-22. Results by question are presented below.

### Q1. Ridership by Route (218 Responses)

Passengers completed onboard surveys on every fixed route in operation (all fixed routes except Route 4a), as seen in Figure A-1. Most passengers (45 percent) who responded were riding a local Clearlake route (either Route 10, 11, or 12). Route 1 passengers constituted 29 percent of total responses. 11 percent of passengers were riding Route 4 when they responded to the survey.



## Q2. Boarding Times (202 Responses)

Boarding times were summarized by breaking the Lake Transit service day into eight periods, each two-hours (Table A-1). Analysis revealed that over one quarter of respondents boarded the bus between 7 AM to 8:59 AM. Very few respondents boarded during either the first two hours or the final two hours of service (4 percent of total).

Time	# of Participants	% of Participants
5 AM - 6:59 AM	7	3%
7 AM - 8:59 AM	52	26%
9 AM - 10:59 AM	27	13%
11 AM - 12:59 PM	36	18%
1 PM - 2:59 PM	35	17%
3 PM - 4:59 PM	30	15%
5 PM - 6:59 PM	13	6%
7 PM - 9 PM	2	1%
<b>Total Responses</b>	<b>202</b>	<b>100%</b>

## Q3. Boarding and Alighting Locations (210 and 191 Responses)

The Lake Transit network includes a large number of bus stops, some of which are established and others which are flag stops. It is important to know what stops are popular among passengers in order to best use funds dedicated to maintaining and improving bus stops. Therefore, as part of the onboard survey, respondents were asked to identify where they had boarded the bus and where they planned on getting off the bus. The most popular boarding and alighting locations are shown in Tables A-2 and A-3. Stops recorded as “Other” are known locations within the county that were less popular among the surveyed passengers. Unclear answers are those that were either not legible or not specific enough to know which stop was being referred to.

Boarding and alighting information was then analyzed to determine major origin/destination pairs among the survey participants, revealing more about how residents are traveling both within their local communities as well as across Lake County. Table A-4 shows the percent of survey respondents that boarded at a specified stop and then later got off the bus at the specified alighting stop. Table A-4 does not include stops with only one boarding or one alighting. The most common origin/destination pairs included stops at the top boarding and alighting locations: the Walmart in Clearlake (the current LTA transfer hub, Sutter Lakeside Hospital, State Route (SR) 20 and 1<sup>st</sup> in Lucerne, Burns Valley Mall, and Robinsons Rancheria Resort and Casino.



**Table A-2: Top Boarding Locations**

Bus Stop	# of Participants	% of Participants
Walmart (Clearlake)	25	12%
Third and Main Street (Lakeport)	10	5%
Sutter Lakeside Hospital	10	5%
Lucerne	10	5%
SR 20 & 1st (Lucerne)	7	3%
Robinson Rancheria Resort and Casino	6	3%
Burns Valley Mall	5	2%
Mendo Mill (Clearlake)	5	2%
Austin Park	4	2%
Clearlake Apartments	4	2%
Nice	4	2%
Cypress Ave	3	1%
Clearlake Oaks	3	1%
Clearlake Post Office	3	1%
Lake County Social Services	3	1%
Unclear	13	6%
Other	91	44%
<b>Total Responses</b>	<b>206</b>	<b>100%</b>

**Table A-3: Top Alighting Locations**

Bus Stop	# of Participants	% of Participants
Walmart - Clearlake	38	20%
Sutter Lakeside Hospital	9	5%
Robinson Rancheria Resort and Casino	7	4%
Running Creek Casino	6	3%
City of Clearlake	6	3%
Austin Park	5	3%
Burns Valley Mall	4	2%
Clearlake Oaks	4	2%
Lucerne	4	2%
Woodland College	4	2%
Adventist Health Hospital	3	2%
Clearlake Post Office	3	2%
City of Lakeport	3	2%
Nice Post Office	3	2%
Safeway (Clearlake)	3	2%
Unclear	30	16%
Other	55	29%
<b>Total Responses</b>	<b>187</b>	<b>100%</b>

**Table A-4: Major Origin/Destination Pairs from Onboard Survey Results**

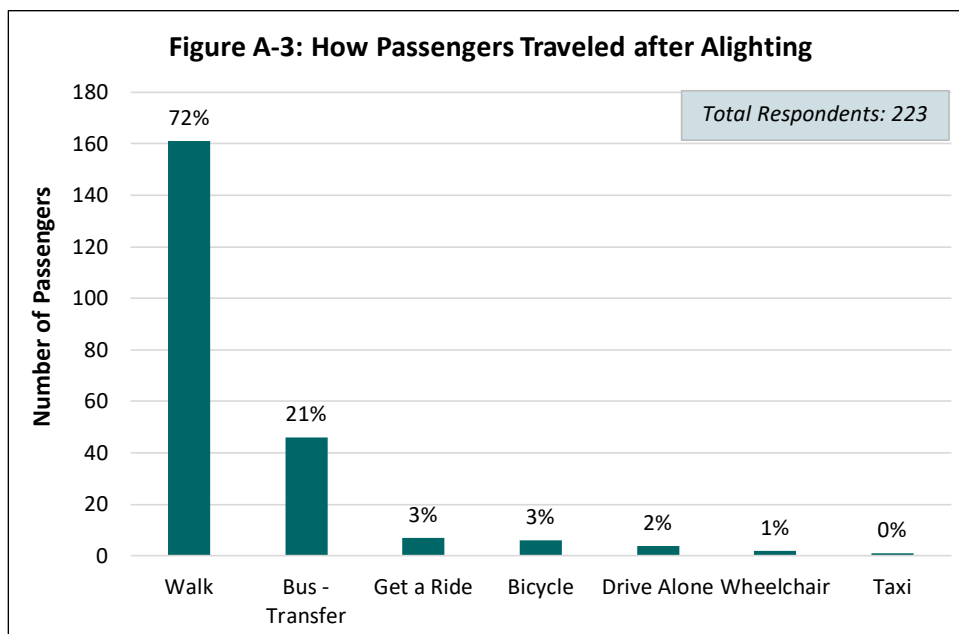
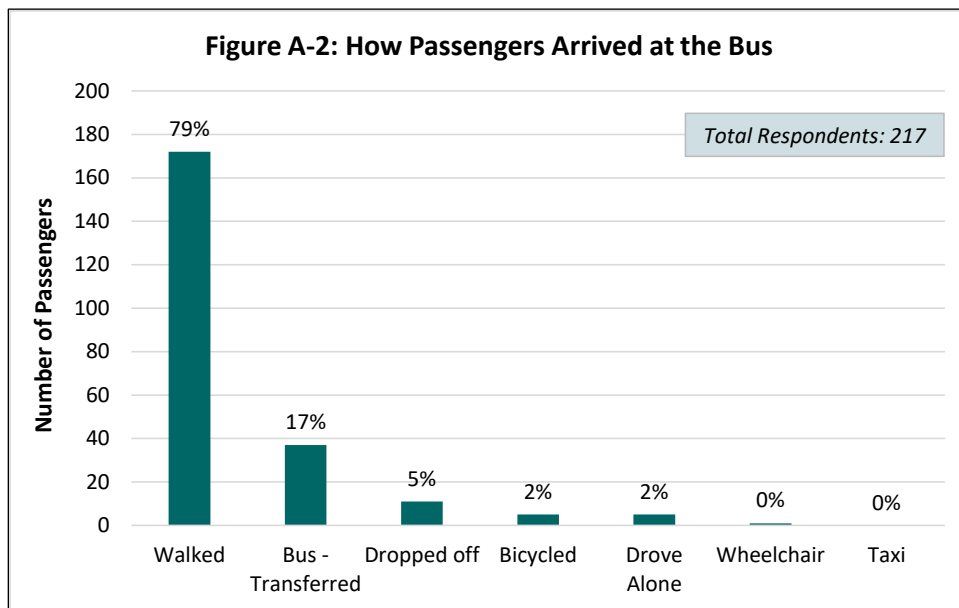
*Excludes Stops with 1 Boarding or 1 Alighting*

Boarding Stop	Alighting Stop																				Total (1)							
	Adventist Health Hospital	Arrowhead Rd & Boxwood St	Austin Park	Burns Valley Mall	Calistoga	Clearlake	Clearlake Oaks	Clearlake Post Office	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice Post Office	Old Highway 53	Pear Tree Center	Robinson Rancheria Resort & Casino	Running Creek Casino	Safeway (Clearlake)	Sutter Lakeside Hospital	Twin Pine Casino		Third and Main St (Lakeport)	Ukiah	Upper Lake	Walmart (Clearlake) - LTA Transfer Hub	Woodland College		
13th Ave & SR 20 (Lucerne)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	
Adventist Health Hospital	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
Austin Park	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
Burns Valley Mall	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	0%	0%	3%	
Clearlake Apartments	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Clearlake Oaks	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Clearlake Post Office	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Clearlake Senior Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Cypress Ave	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Grocery Outlet (Lakeport)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	
Kelseyville	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Lake County Social Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Lakeport	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Lower Lake	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Lower Lake High School	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Lucerne	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	3%	
Martin St @ Bella Vista	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	
Mendo Mill (Clearlake)	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Nice	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	
Nice Post Office	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	
Notts Liquors	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Robinson Rancheria Resort & Casino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	3%	
Safeway (Clearlake)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Safeway (Lakeport)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
SR 20 & 1st (Lucerne)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	4%	
Store 24 (Middletown)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Sutter Lakeside Hospital	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%	1%	0%	0%	5%	
Third and Main St (Lakeport)	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	6%	
Twin Pine Casino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%	
Walmart (Clearlake) - LTA Transfer Hub	1%	0%	1%	1%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%	13%	
<b>Total (1)</b>	2%	1%	3%	2%	1%	4%	2%	2%	1%	2%	2%	2%	2%	1%	1%	4%	3%	2%	5%	2%	2%	2%	1%	1%	19%	2%	100%	

Note 1: Excluding stops with 1 boarding or 1 alighting.

**Q4 & Q5. How Passengers Arrived at the Bus (217 Responses), and then Completed Their Journey After Alighting (223 responses)**

Respondents identified what mode of travel they used to get to and from bus stops (Figures A-2 and A-3). Over three-quarters of passengers walk to the bus (79 percent), and an almost equal number of passengers (72 percent) said that after disembarking from the bus they would walk to their final destination. The second most likely mode of transportation to and from bus stops among the passengers surveyed was a transfer on another bus (17 percent got to their bus from a transfer and 21 percent planned on getting to their final destination by transferring to a different bus). Very few people reported that they drive, bicycle, taxi, or wheelchair to and from the bus stop. The fact that many of the survey respondents walk to and from the bus is supported by a later survey question where the majority of respondents said they do not have a personal vehicle available to them.



**Q6. Routes and Services Used to Complete One-Way Trip (213 Responses)**

As a significant portion of the survey participants indicated that a transfer was part of their trip, it is valuable to know all of the routes that participants planned to use in order to complete their one-way trip. Information about transfers can indicate if any service changes are needed in order for people to make their transfer. Much like the overall ridership results, the most popular routes among respondents were Route 1 (40 percent), Route 10 (32 percent), and Route 11 (23 percent) (Table A-5). It is unclear whether those respondents who answered Route 4a made a mistake or were trying to indicate that they used to use this service prior to it being paused before the onboard survey effort was conducted.

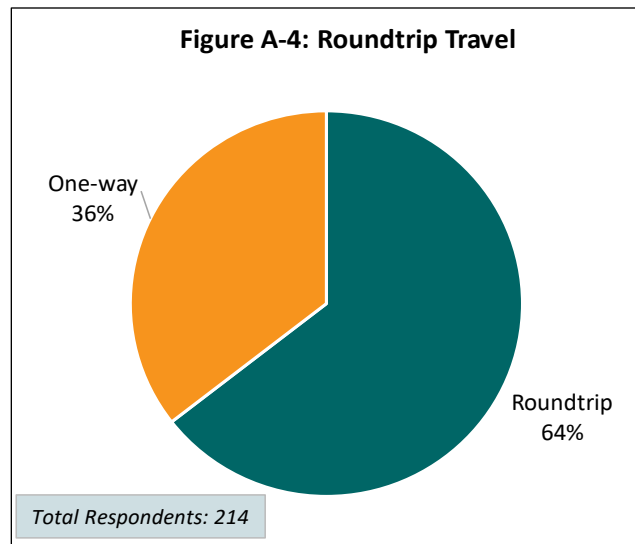
Route / Service	# of Participants	% of Participants
Route 1	85	40%
Route 2	10	5%
Route 3	16	8%
Route 4	30	14%
Route 4a	4	2%
Route 7	10	5%
Route 8	28	13%
Route 10	68	32%
Route 11	49	23%
Route 12	12	6%
Greyhound	3	1%
Amtrak	2	1%
Mendocino Transit	3	1%
Vine Transit	3	1%
<b>Total Responses</b>	<b>213</b>	<b>100%</b>

Participants’ answers were reviewed to determine routes that Lake Transit passengers commonly transfer between. The most popular transfer patterns were from Route 10 to Route 11, from Route 1 to Route 8, from Route 10 to Route 1, and from Route 11 to Route 10. Among the surveyed respondents, Route 1 was the most popular route for passengers to transfer both from and to. Full results are shown in Table A-6.

Participants’ answers were reviewed to determine routes that Lake Transit passengers commonly transfer between. The most popular transfer patterns were from Route 10 to Route 11, from Route 1 to Route 8, from Route 10 to Route 1, and from Route 11 to Route 10. Among the surveyed respondents, Route 1 was the most popular route for passengers to transfer both from and to. Full results are shown in Table A-6.

**Q7. Roundtrip Travel Patterns (214 Responses)**

About two thirds of passengers were planning to ride Lake Transit buses roundtrip the day they were surveyed. The remaining 36 percent were only riding the bus one-way.

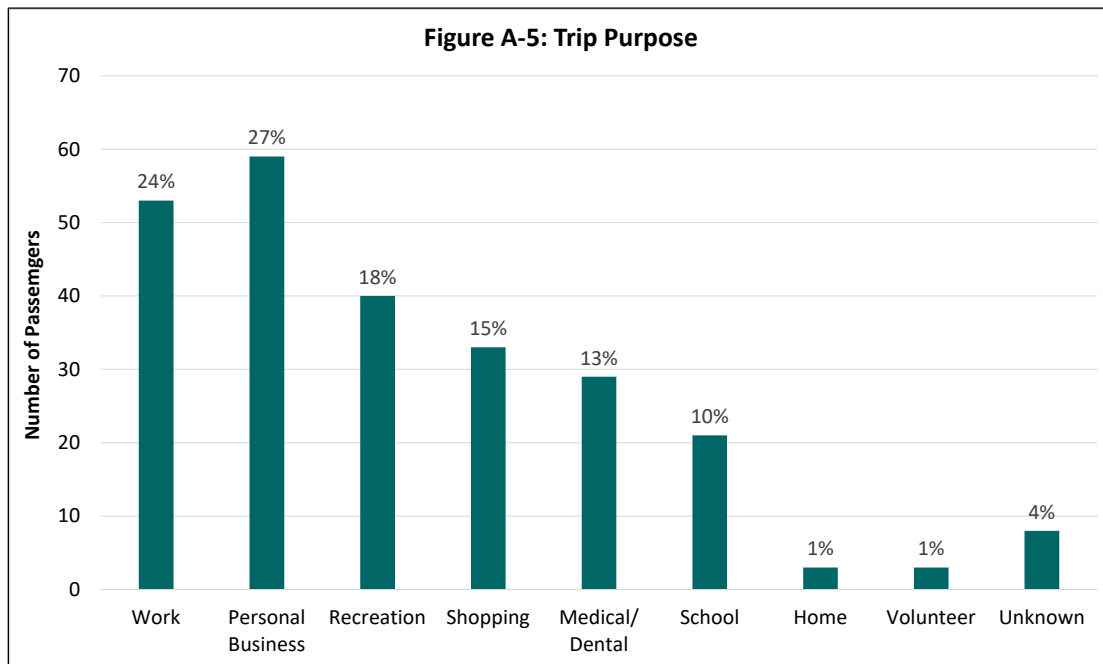


**Table A-6: Route Transfer Patterns**

Surveyed Route	Routes Included as Part of Planned Trip														Total
	1	2	3	4	4a	7	8	10	11	12	Amtrak	Greyhound	Mendocino Transit	Vine Transit	
1		3	2	1	1	2	10	7	2	1	1	1	1	1	33
2	0		1	1	0	0	0	0	0	0	0	0	0	0	2
3	3	1		0	0	0	0	1	1	0	1	1	0	2	10
4	2	0	1		0	4	3	3	1	2	0	0	1	0	17
7	1	0	0	1	0		1	1	0	0	0	0	0	0	4
8	6	0	0	2	0	1		1	1	1	0	0	1	0	13
10	8	0	1	3	0	0	0		11	6	0	1	0	0	30
11	5	2	1	4	1	0	0	8		0	0	0	0	0	21
12	0	1	0	0	0	0	1	1	1		0	0	0	0	4
Unknown	3	2	1	2	2	1	2	4	2	0		0	0	0	19
<b>Total</b>	28	6	5	13	3	6	7	19	17	9	1	2	2	2	120

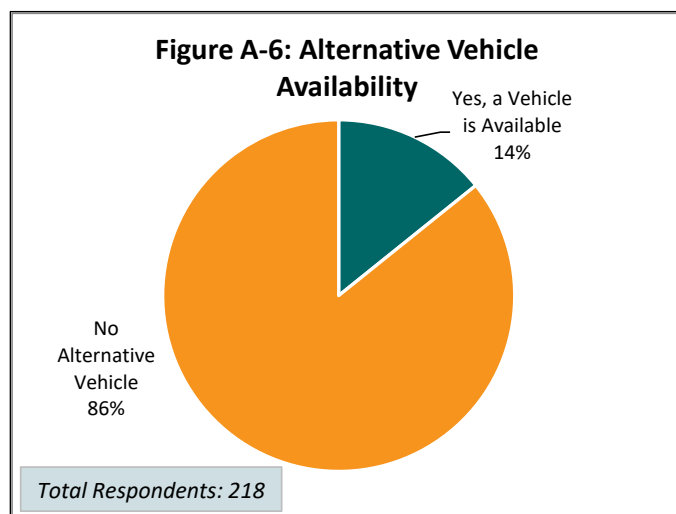
## Q8. Trip Purpose (219 Responses)

Since the COVID-19 pandemic, it is especially important to know why people are traveling and using public transit, as many people have had their daily commitments change. Respondents were asked the main purpose of their trip the day they completed the onboard survey (Figure A-5). Many people reported more than one reason for riding the bus. The most common reasons why people were riding Lake Transit were for personal business (27 percent) and work (24 percent). The least common reasons were to go to a volunteer commitment or home (1 percent, respectively).



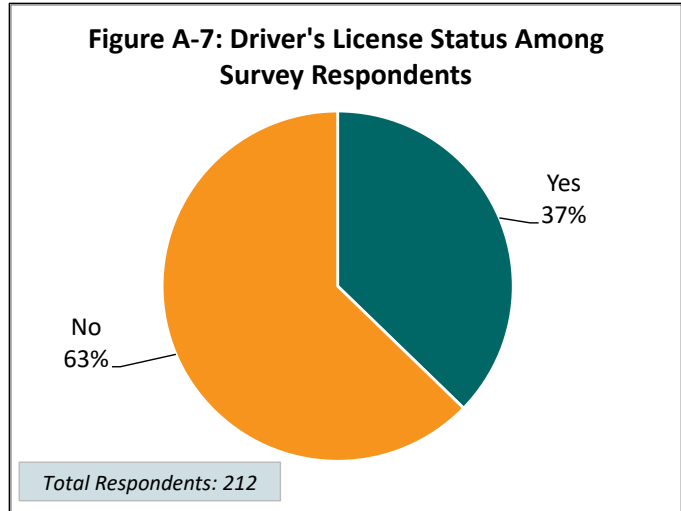
## Q9. Alternative Vehicle Availability (218 Responses)

A key indicator of potential transit dependency is whether or not someone has a personal vehicle available to them. As seen in Figure A-6, most of the respondents did not have a car they could have used the day they answered the survey (86 percent).



**Q10. Driver’s License Status Among Survey Respondents (212 Responses)**

Another indicator of potential transit dependency is whether or not an individual has a driver’s license. About two-thirds of respondents reported that they do not have a driver’s license (63 percent) (Figure A-7).



**Q11. Age of Survey Participants (219 Responses)**

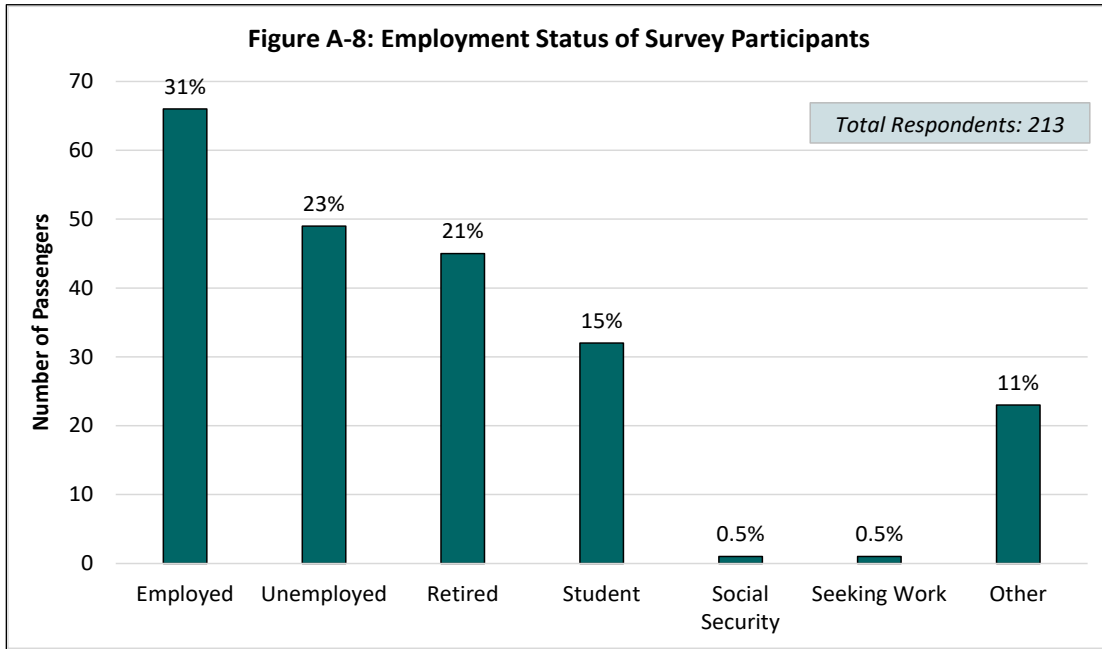
Adults ages 41 to 64 represented the greatest number of participants (42 percent), with adults ages 25 to 40 representing the second greatest amount (24 percent). The number of youths and young adults (ages 18 to 24) surveyed was nearly equal to the number of seniors (65 to 74) and older seniors (75 and older), with the groups representing 16 and 17 percent of respondents, respectively (Table A-7).

**Table A-7: Age of Survey Participants**

Age	# of Participants	% of Participants
Under 18	16	7%
18 - 24	19	9%
25 - 40	53	24%
41 - 64	92	42%
65 - 74	27	12%
75 or Older	12	5%
<b>Total Responses</b>	<b>219</b>	<b>100%</b>

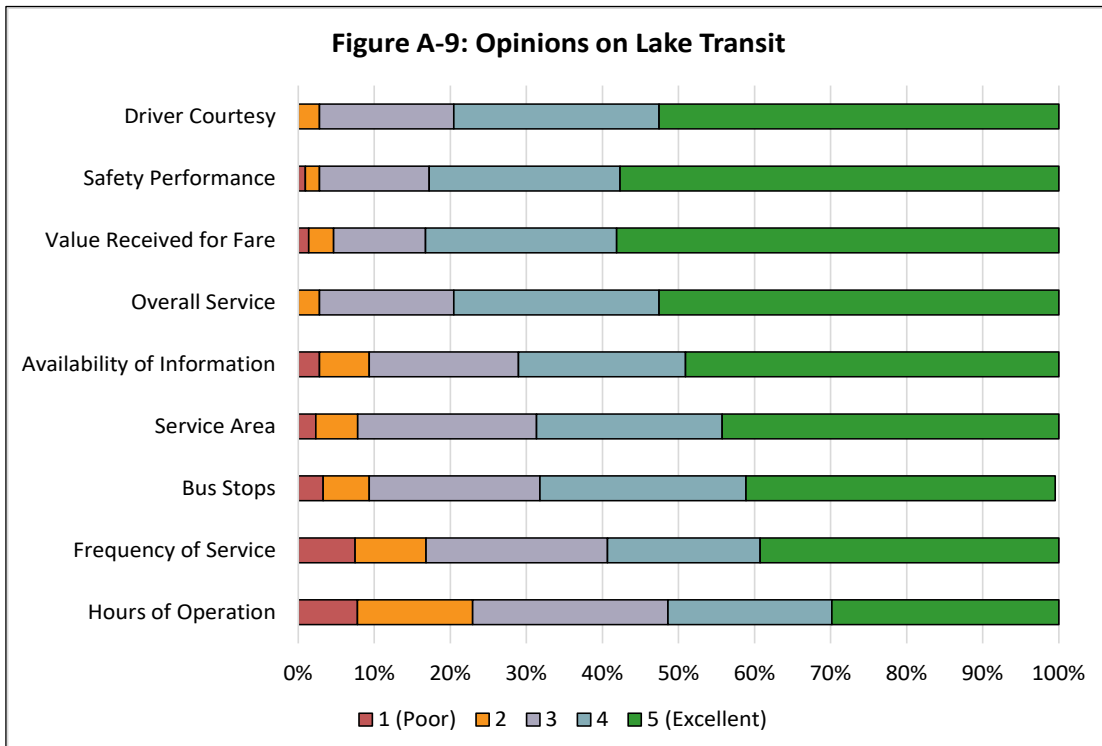
**Q12. Employment Status of Respondents (216 Responses)**

As shown in Figure A-8, about one third of the survey respondents are currently employed (31 percent). This employment statistic may explain why only 24 percent of the respondents were riding to the bus to go to work. 23 percent of respondents were unemployed at the time of the survey, and 21 percent were retired. Schools attended by the 15 percent of survey respondents who were students include Upper Lake High School, Middletown High School, Lower Lake High School, Kelseyville High School, Woodland College, and Mendocino College.



**Q13. Passenger Opinions on Lake Transit (214-218 Responses)**

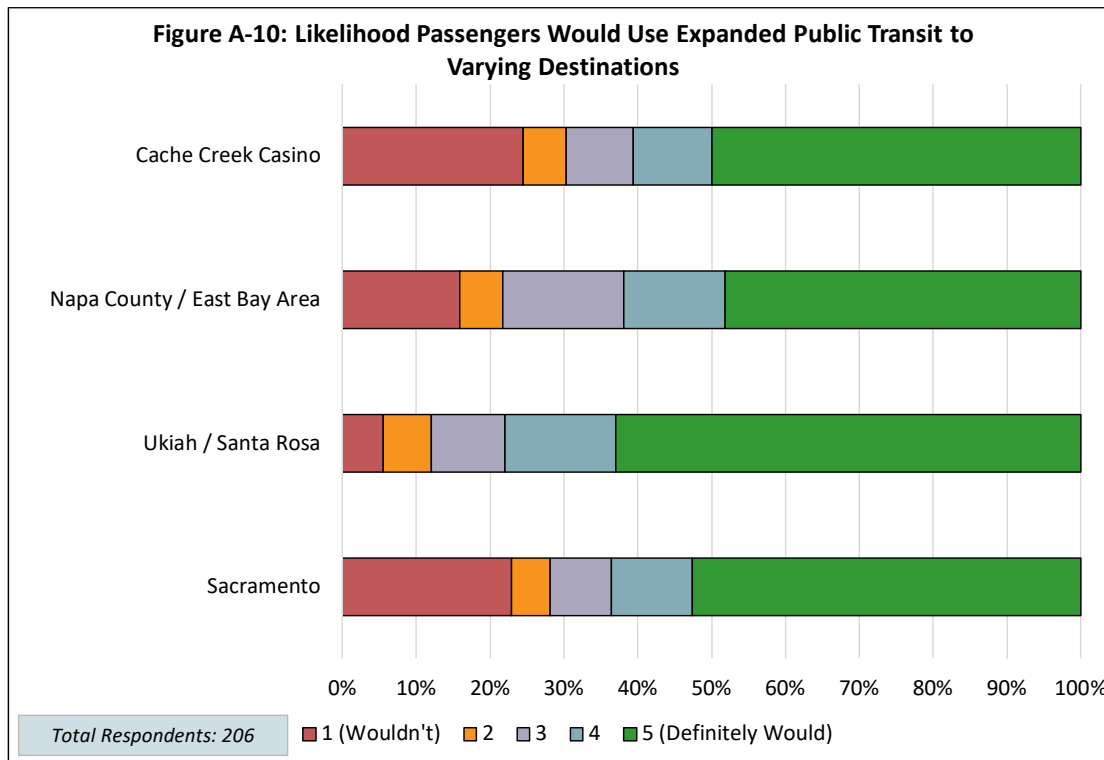
Passengers were asked to rank various components of Lake Transit service on a scale of 1 (poor) to 5 (excellent) (Figure A-9). Considering all the responses, 72 percent of answers were either 4 (good) or 5 (excellent), and the overall service ranked an average of 4.3. The highest ranked Lake Transit service characteristics were driver courtesy (4.5), safety performance (4.4) and value received for fare (both 4.4). The lowest ranked components were hours of operation (3.5) and service frequency (3.7).





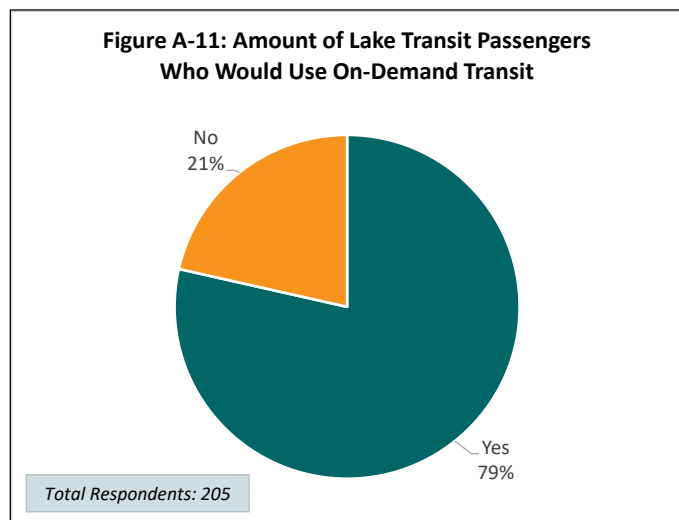
**Q14. Likelihood Passengers Would Use Expanded Public Transit to Travel to Varying Destinations (206 Responses)**

To explore the potential ridership of Lake Transit services to new destinations outside of the current service area, passengers were asked to indicate how likely it would be that, if available, they would ride the bus to either Cache Creek Casino, Napa County/East Bay Area, Ukiah/Santa Rosa, or Sacramento. The most popular option was expanded transit service to Ukiah/Santa Rosa, with only a moderate amount of interest in the other three destinations indicated (Figure A-10).



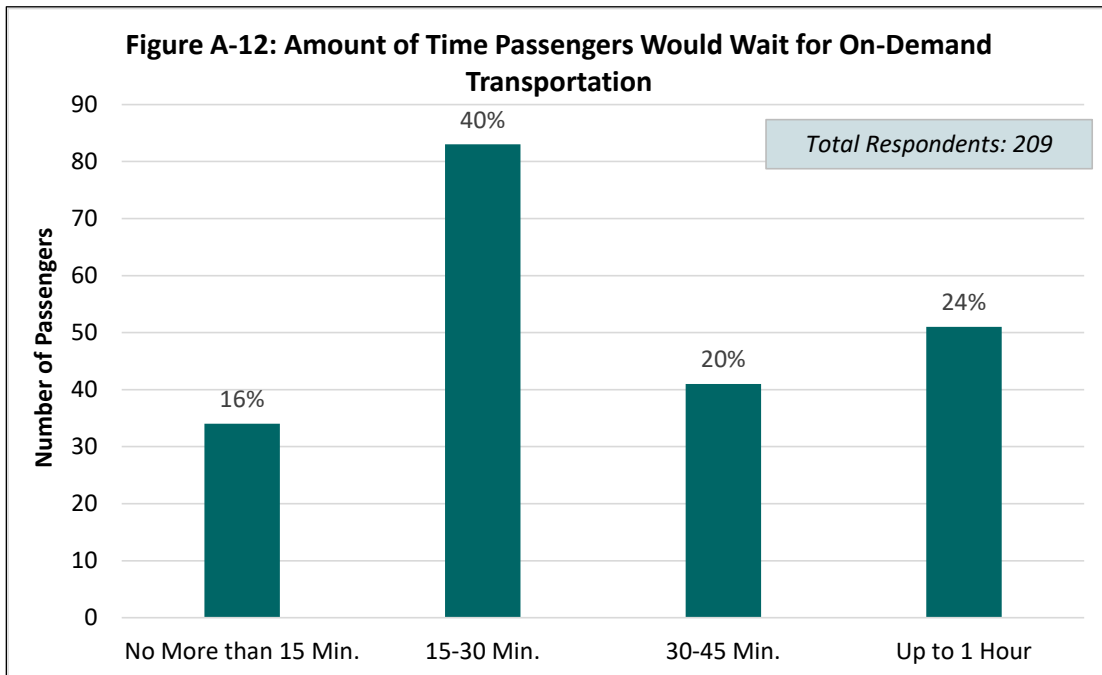
**Q15. Amount of Lake Transit Passengers Interested in On-Demand Transit (205 Responses)**

On-demand transportation is becoming an increasingly popular transit alternative. There are areas of Lake County that could potentially be served more effectively by an on-demand service versus by fixed routes. Most respondents (79 percent) said they would use on-demand transit if it was made available (Figure A-11).



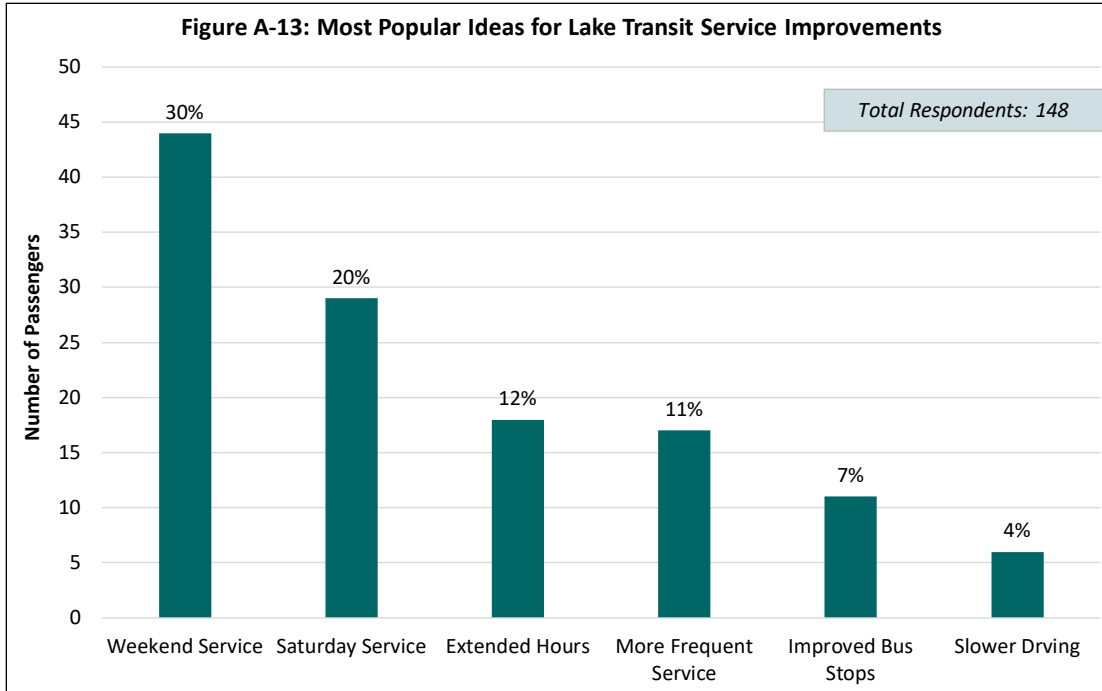
### **Q16. Amount of Time Passengers Would be Willing to Wait for On-Demand Transportation (205 Responses)**

Respondents were asked to select how long they would be willing to wait for an on-demand service if it was implemented in Lake County. A significant number of passengers indicated that they would be willing to wait between 15 to 30 minutes for a ride, as shown in Figure A-12. Only 16 percent of passengers said they would expect a ride in less than 15 minutes.



### **Q17a. Desired Improvements to Lake Transit (148 Responses)**

Passengers provided input about potential service improvements that they would like to see implemented on Lake Transit. The most popular suggestions are shown in Figure 13. Predictably, passengers would like to see Saturday service resumed, with other passengers suggesting Lake Transit operate on both Saturday and Sunday. Lake Transit suspended Saturday service in March 2020 due to the pandemic and has only partially resumed Saturday service as of September 2022 due to a lack of drivers. Once staffing levels increase, Saturday service will hopefully fully resume. Specific bus stop improvements suggested were to weed the bus stops and to install benches. Many passengers asked for slower driving due to the bumps along the roads, and also because they reported that drivers have sometimes passed by them as they are waiting at a stop. If drivers are unable to make rides comfortable for passengers or to stop for every passenger in order to keep to their schedule, it may be necessary to adjust the overall route schedules. Other suggestions for potential service improvements included having Wi-Fi on the bus, improved on-time performance, free passes for high school students, and more frequent service for specifically routes 3, 4, and 7.



**Q17b. Compliments to Lake Transit**

Rather than provide a suggestion for potential improvements to Lake Transit, some passengers left compliments for the service. A selection of compliments is listed in Table A-8.

<b>Table A-8: Compliments for Lake Transit</b>
"Everything was excellent."
"Excellent"
"God Bless"
"Thank you."
"God Bless."
"Nothing [to recommend], it's great."
"[Lake Transit] is good. Thank you. Have a nice day."
"Very satisfied."

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## DETAILED COMMUNITY SURVEY RESULTS

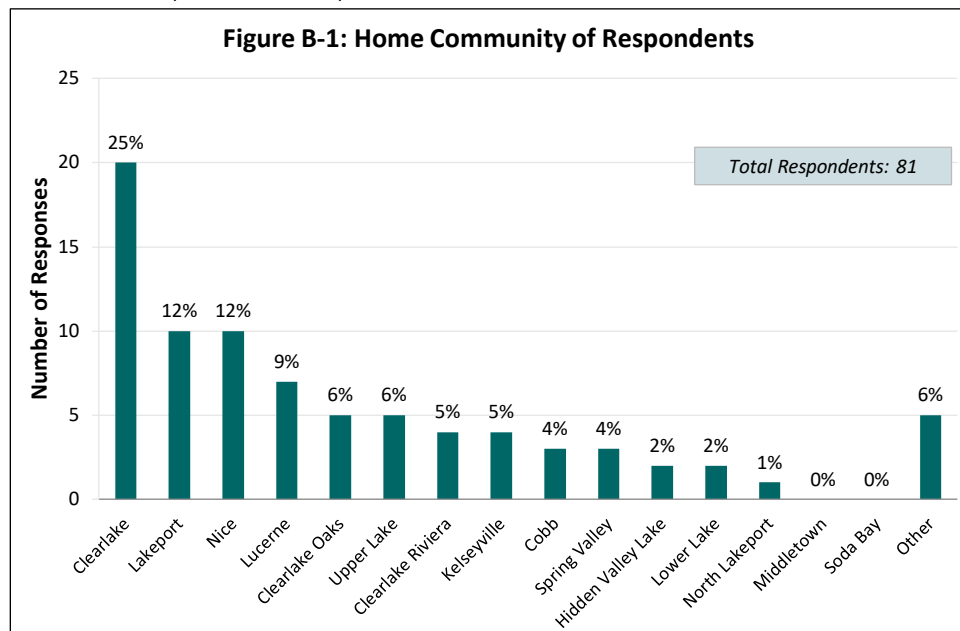
### COMMUNITY SURVEY RESULTS

An online survey was made available to the greater Lake County community during June and July 2022. Different from the onboard passenger survey, the community survey participants include both individuals who regularly ride the bus as well as people who rarely, if ever, use Lake Transit services. The online survey results thus represent demographics, travel patterns, and perceptions held by the community at-large versus just those of Lake Transit riders. This information is valuable because in order to improve the transit system over the next five years and potentially increase systemwide ridership, it is important to understand why Lake County residents travel and what service improvements may encourage greater ridership by all community members, not just current riders.

The survey was entirely online, with a simple introduction and 17 questions in multiple choice, short-answer, or comment format. There were English and Spanish versions of the survey available, but everyone answered in English. The community survey was advertised by emailing the survey to various stakeholders across Lake County, which in turn distributed the survey to their own networks. Lake County News also published an advertisement. In all, 81 people participated in community survey. Full results are included in this Appendix while key findings are summarized in the report.

### Q1. Home Community (81 Responses)

To better understand the demographics of the survey respondents, people were asked to identify the community where they live. 25 percent of respondents indicated that they lived in Clearlake (Figure B-1). The next two most common communities where people lived were Lakeport and Nice with 12 percent each. Lucerne was home to 9 percent of respondents and Clearlake Oaks and Upper Lake were each home to 6 percent of respondents.



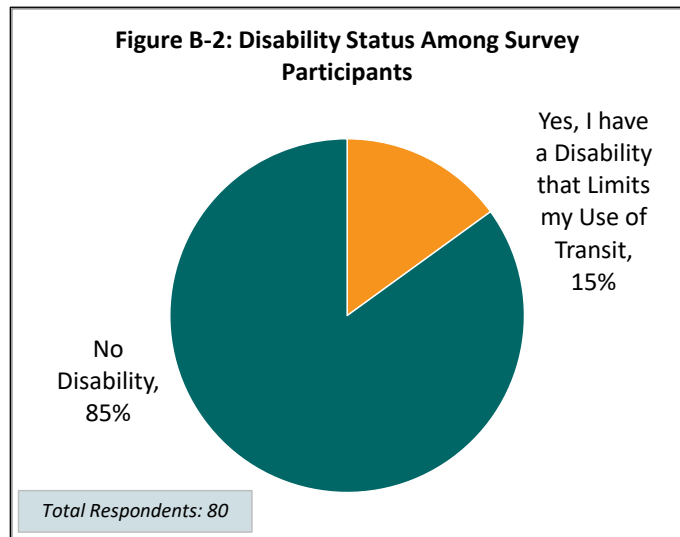
## Q2. Age of Survey Participants (81 Responses)

The majority of respondents indicated they were between 41 and 64 years old (42 percent). The next most common age range was between the ages of 65 and 74 years old, with 30 percent of participants falling into this group (Table B-1). There were no surveys completed by anyone between 18 to 24 years old and only 1 survey by someone younger than 18.

Age	# of Participants	% of Participants
Under 18	1	1%
18 - 24	0	0%
25 - 40	12	15%
41 - 64	32	40%
65 - 74	24	30%
75 or older	12	15%
<b>Total Responses</b>	<b>81</b>	<b>100%</b>

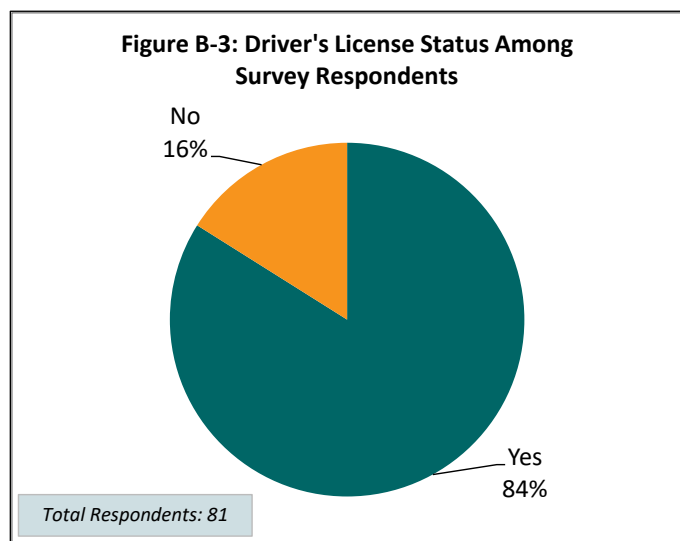
## Q3. Disability Status Among Survey Participants (80 Responses)

To better understand potential barriers preventing community members from getting where they need to go, participants were asked if they had a disability that limited their use of Lake Transit. 85 percent of respondents indicated they did not have a disability impacting their ability to ride the bus (Figure B-2).



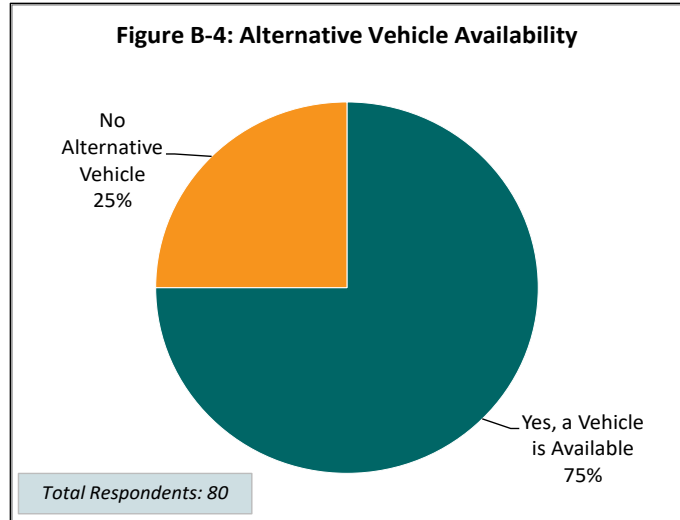
## Q4. Driver's License Status Among Survey Respondents (81 Responses)

Differing from the onboard passenger survey, 84 percent of the community survey respondents indicated they have their driver's license (Figure B-3). This statistic indicates far lower levels of potential transit dependency among the community survey participants compared to the onboard survey participants.



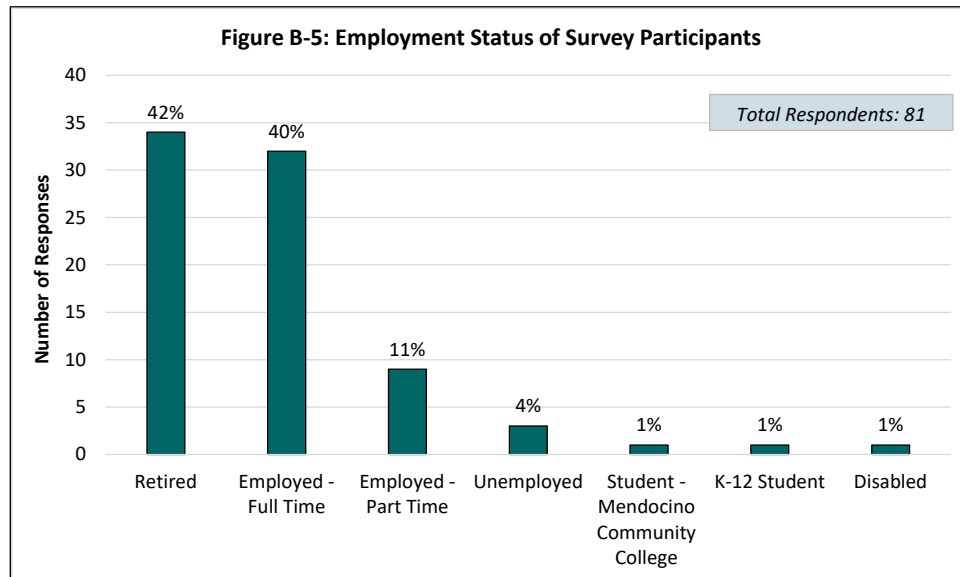
## Q5. Alternative Vehicle Availability (80 Responses)

Another key indicator of potential transit dependency is whether or not someone has a personal vehicle available to them. 75 percent of respondents indicated they had a vehicle they could use for travel, which is a much greater proportion compared to the onboard survey (Figure B-4).



## Q6. Employment Status of Survey Participants (81 Responses)

The majority of survey participants (42 percent) indicated they were retired. 38 percent of respondents were employed full-time, and 10 percent of respondents were employed part-time. Students and unemployed persons made up the remaining 10 percent of responses (Figure B-5).



## Q7. Activities by Community and Time (68 Responses)

Respondents were asked to identify where they go for various activities and needs. Tables B-2 through B-6 show respondents' answers to this question based on their community of residence, therefore providing a clearer picture of the travel patterns of residents across Lake County. Table B-7 shows the total percentage of trips made by residents of each community to another community, considering all of the trip purposes. Highlights for each community of residence are discussed below:

- **Clearlake Riviera** – The top two destinations for Clearlake Riviera residents are Lakeport and Clearlake, which is predictable given the location of Clearlake Riviera between the two cities. Lakeport is the top destination for medical appointments while Clearlake is for grocery shopping.
- **Clearlake/ Lower Lake** – The community survey respondents who live in Clearlake and Lower Lake go across the region for medical appointments, work, and recreation. Clearlake is the most popular destination for grocery shopping and banking. Sonoma County is another popular destination and the most traveled to area outside of Lake County.
- **Cobb** – Among the respondents who live in Cobb, Lakeport is the top destination for work, banking, medical appointments, and recreation. Clearlake and Sonoma County were the other two destinations most visited by Cobb residents.
- **Hidden Valley Lake** – Residents stay in Hidden Valley Lake for grocery shopping and medical appointments. Some travel to Clearlake for medical appointments and banking.
- **Lakeport / Kelseyville** – Lakeport and Kelseyville residents tend to bank, recreate, attend medical appointments, and grocery shop within either of the two towns, meaning they are not often traveling across Lake County. Some respondents said they go to either Mendocino or Sonoma Counties, primarily for work or medical appointments.
- **Lucerne / Clearlake Oaks** – For residents of Lucerne and Clearlake Oaks, both communities along the north shore of Clear Lake, Lakeport is the most popular destination for work, banking, medical appointments, and grocery shopping. Clearlake is the second most popular destination for many of the trip purposes analyzed. The survey respondents also indicated they make a number of trips to Lucerne, Nice, and Upper Lake.
- **Nice / Upper Lake** – Most residents of Nice and Upper Lake stay on the north shore of Clear Lake or go to Lakeport for their various trips. Nice and Upper Lake were the most popular destinations for work, recreation, and grocery shopping. For medical appointments and banking, most residents go to Lakeport.
- **Spring Valley** – Respondents from Spring Valley primarily travel to Clearlake for medical appointments and work, while residents travel to both Clearlake and Lakeport for groceries.



**Table B-2: Travel Patterns by Community of Residence - Work**

Community of Residence	Communities Traveled to for Work														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Clearlake / Lower Lake	1	1	0	0	0	1	0	0	0	0	0	1	2	0	6
Cobb	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Hidden Valley Lake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lakeport / Kelseyville	1	0	0	0	2	1	0	2	0	0	1	0	0	1	8
Lucerne / Clearlake Oaks	0	0	0	0	3	0	0	1	1	1	0	0	0	0	6
Nice / Upper Lake	0	0	0	0	1	0	0	3	2	0	1	0	0	0	7
Spring Valley	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	3	1	0	0	8	2	0	7	3	1	2	1	2	1	31

**Table B-3: Travel Patterns by Community of Residence - Medical Appointments**

Community of Residence	Communities Traveled to for Medical Appointments														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Clearlake / Lower Lake	3	0	2	0	3	0	0	0	0	2	0	1	3	0	14
Cobb	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2
Hidden Valley Lake	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Lakeport / Kelseyville	2	0	1	3	4	0	0	0	0	1	1	0	2	0	14
Lucerne / Clearlake Oaks	1	0	0	0	6	0	0	0	0	0	1	0	2	0	10
Nice / Upper Lake	1	0	0	0	8	0	0	0	0	0	0	0	0	0	9
Spring Valley	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
<b>Total</b>	10	0	4	3	24	0	0	0	0	3	2	1	8	0	55

**Table B-4: Travel Patterns by Community of Residence - Grocery Shopping**

Community of Residence	Communities Traveled to for Grocery Shopping														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	2	0	1	0	1	0	0	0	0	0	0	0	0	0	4
Clearlake / Lower Lake	6	0	1	0	0	0	0	0	0	1	0	0	0	0	8
Cobb	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Hidden Valley Lake	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Lakeport / Kelseyville	0	0	0	0	9	0	0	0	0	0	1	0	0	0	10
Lucerne / Clearlake Oaks	3	0	0	0	4	1	1	1	0	0	2	0	0	0	12
Nice / Upper Lake	0	0	0	0	4	0	0	3	0	2	3	0	1	0	13
Spring Valley	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
<b>Total</b>	13	1	4	0	19	1	1	4	0	3	6	0	1	0	53

**Table B-5: Travel Patterns by Community of Residence - Banking**

Community of Residence	Communities Traveled to for Banking														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
Clearlake / Lower Lake	4	0	0	0	1	0	0	0	0	0	0	0	0	0	5
Cobb	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
Hidden Valley Lake	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Lakeport / Kelseyville	0	0	0	0	3	0	0	0	0	0	0	0	0	1	4
Lucerne / Clearlake Oaks	2	0	0	0	4	0	0	0	0	0	0	0	0	0	6
Nice / Upper Lake	0	0	0	0	5	0	0	0	0	0	0	0	1	1	7
Spring Valley	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	7	0	0	0	15	0	0	0	0	0	0	0	1	4	27

**Table B-6: Travel Patterns by Community of Residence - Recreation**

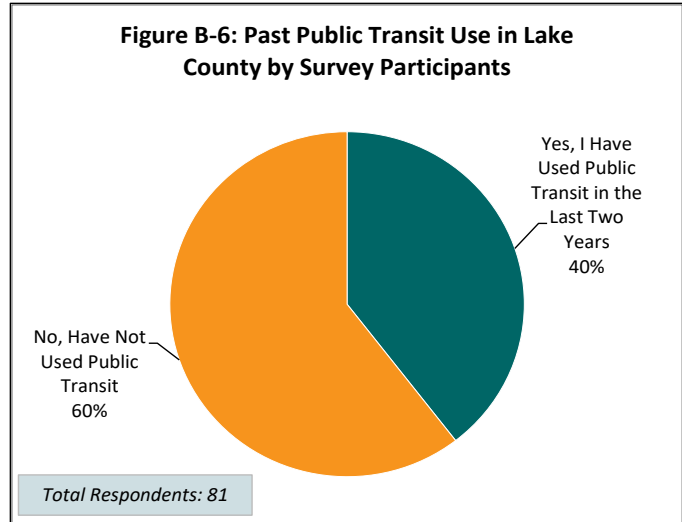
Community of Residence	Communities Traveled to for Recreation														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Clearlake / Lower Lake	1	1	0	0	2	0	0	0	0	0	0	0	1	0	5
Cobb	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Hidden Valley Lake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lakeport / Kelseyville	0	0	0	1	0	0	1	1	0	0	0	0	0	0	3
Lucerne / Clearlake Oaks	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Nice / Upper Lake	0	0	0	1	1	0	0	2	1	1	2	0	1	1	10
Spring Valley	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	1	1	0	2	5	0	1	4	1	2	3	0	2	1	23

**Table B-7: Travel Patterns by Community of Residence - Percentage of All Trips**

Community of Residence	Communities Traveled to for All Trips														Total
	Clearlake	Cobb	Hidden Valley Lake	Kelseyville	Lakeport	Lower Lake	Lucerne	Nice	Upper Lake	Other Lake County Locations	Mendocino County	Napa County	Sonoma County	Other	
Clearlake Riviera	20%	0%	10%	0%	40%	0%	0%	10%	0%	10%	0%	0%	0%	10%	100%
Clearlake / Lower Lake	39%	5%	8%	0%	16%	3%	0%	0%	0%	8%	0%	5%	16%	0%	100%
Cobb	10%	10%	0%	0%	60%	0%	0%	0%	0%	0%	0%	0%	10%	10%	100%
Hidden Valley Lake	40%	0%	60%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Lakeport / Kelseyville	8%	0%	3%	10%	46%	3%	3%	8%	0%	3%	8%	0%	5%	5%	100%
Lucerne / Clearlake Oaks	18%	0%	0%	0%	45%	3%	3%	8%	3%	3%	11%	0%	5%	3%	100%
Nice / Upper Lake	2%	0%	0%	2%	40%	0%	0%	17%	9%	6%	13%	0%	6%	4%	100%
Spring Valley	80%	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%

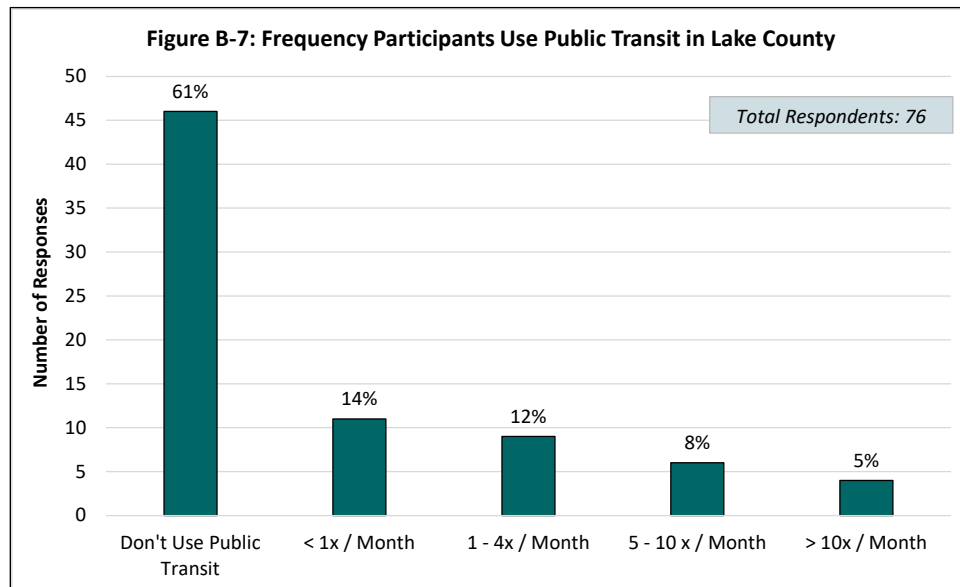
### **Q8. Past Public Transit Use in Lake County (81 Responses)**

As seen in Figure B-6, the majority of respondents (60 percent) indicated they had not used public transit in Lake County within the last two years. As both non-transit riders and transit riders responded to the community survey, the results more accurately reflect the views and travel patterns of the greater Lake County community.



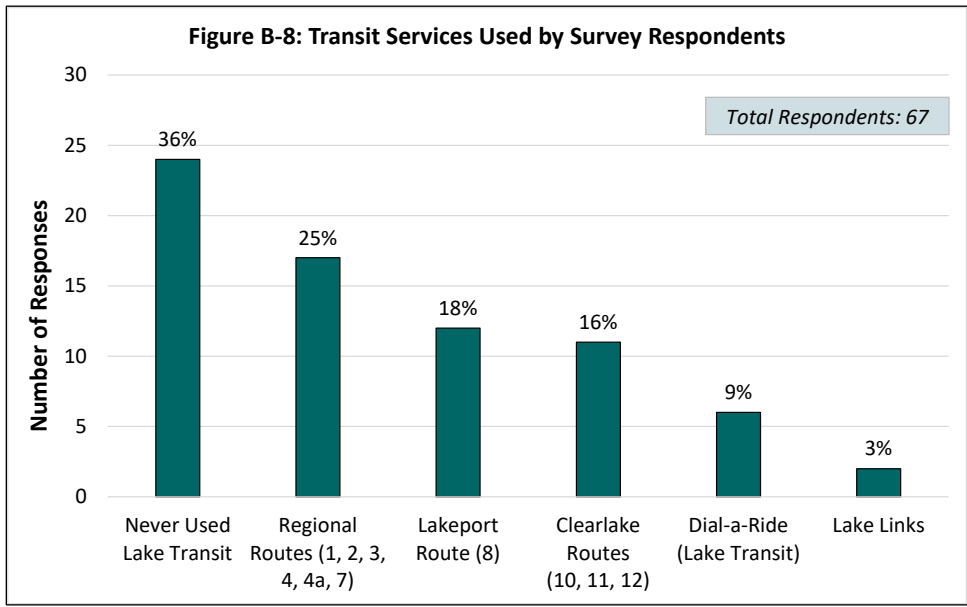
### **Q9. Frequency Participants Use Public Transit in Lake County (76 Responses)**

Participants were asked to identify how frequently they ride the bus. Besides the approximately 60 percent of respondents who do not use public transit, another 14 percent of respondents said they use local public transit less than once a month (Figure B-7). Only 5 percent of respondents indicated that they ride the bus more than 10 times a month.



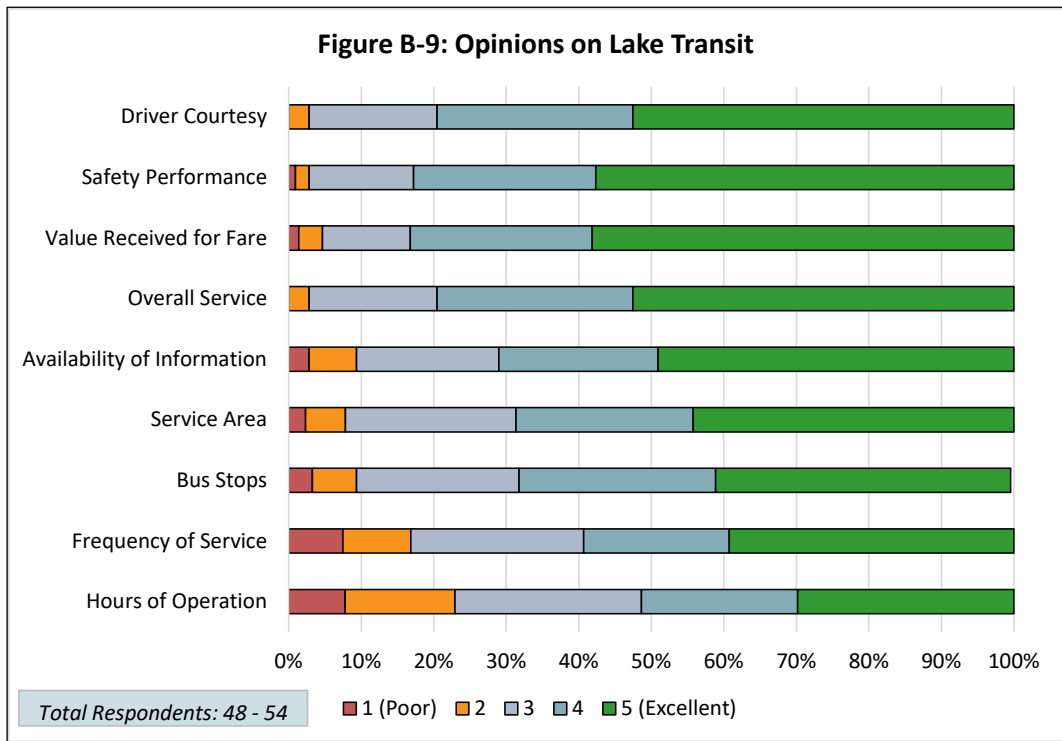
### **Q10. Transit Services Used by Survey Respondents (67 Responses)**

25 percent of respondents had used the Lake Transit regional routes sometime in the past. The next most popular routes among the survey participants were Route 8, the local Lakeport route, and Routes 10, 11, and 12, or the local Clearlake routes. 9 percent of respondents had used Dial-a-Ride and 3 percent had used Lake Links (Figure B-8).



**Q11. Participant Opinions on Lake Transit (54 Responses)**

The community survey respondents were also asked to rate Lake Transit on a scale of 1 (poor) to 5 (excellent) based on various service characteristics (Figure B-9). In all, the community survey participants did not have as good perceptions of Lake Transit compared to the onboard survey participants; 41 percent of the total responses were 4 (good) or 5 (excellent) compared to 72 percent of the onboard survey responses, and the overall service ranked an average of 3.2 versus 4.3 in the onboard survey. The highest ranked factors were driver courtesy and safety performance (both 3.8), while the lowest ranked were hours of operation (2.4) and frequency of service (2.7)



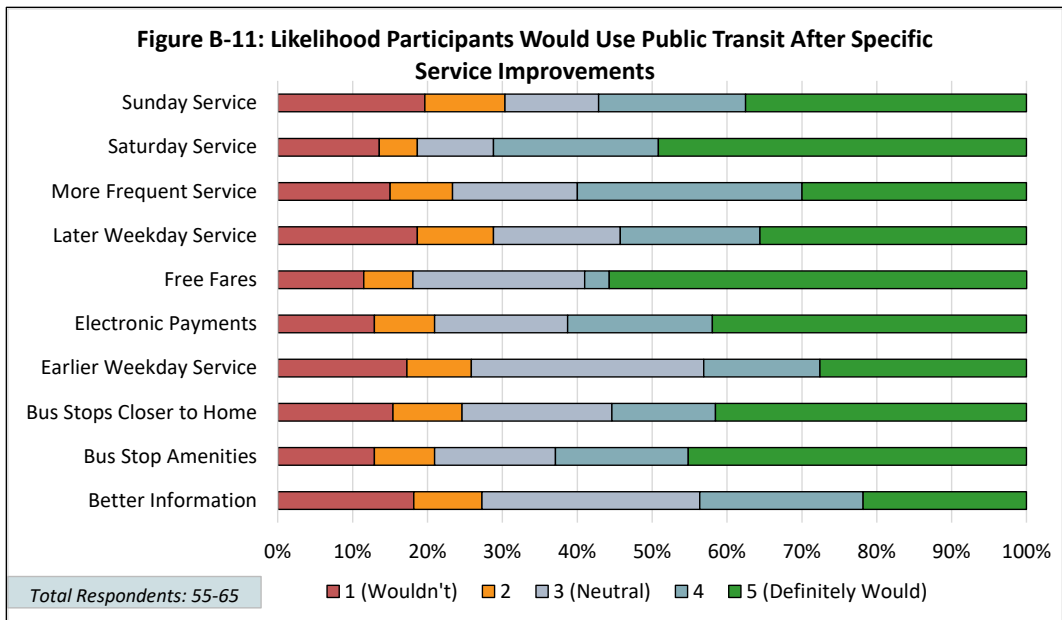
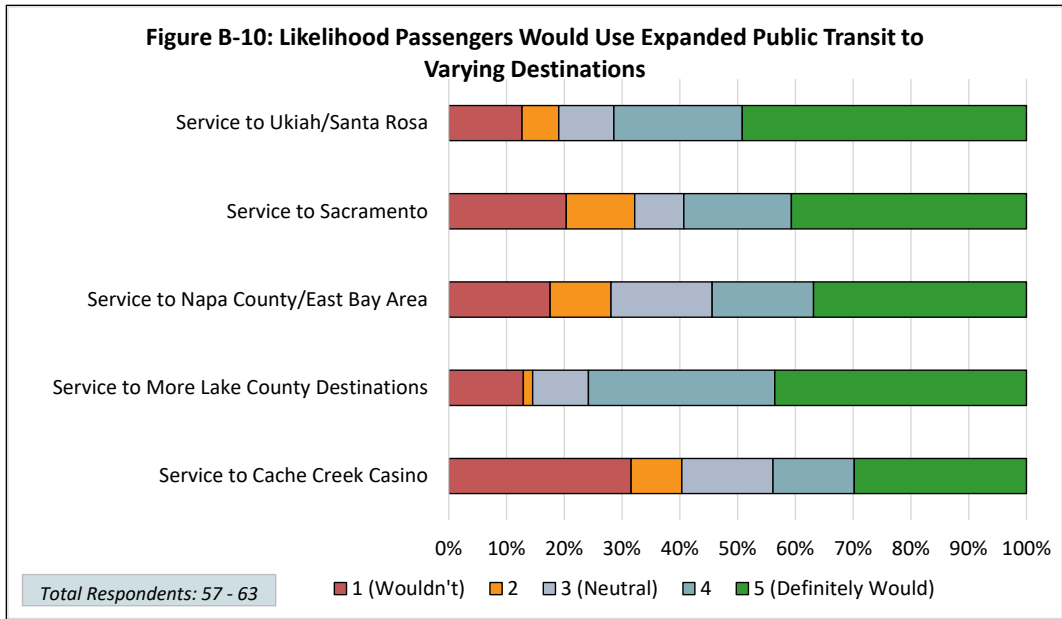
## **Q12. Reasons for Not Using Public Transit in Lake County (56 Responses)**

It is important to understand what issues are preventing Lake County residents from using public transit in order to address these issues and eventually encourage increased ridership. Respondents therefore listed the major reasons they do not use Lake Transit. Most participants said that they don't ride the bus because they have their own personal transportation (63 percent). Other issues cited were that the service area either does not go near the participants' homes or does not cover where the participants need to go (23 percent), the hours of operation are too limited (14 percent), and service frequency (9 percent). Full results are shown in Table B-4.

Reason	# of Participants	% of Participants
Have Personal Transportation	35	63%
Service Area	13	23%
Hours of Operation	8	14%
Service Frequency	5	9%
Don't Know About Services	4	7%
Too Much Time	2	4%
Need Cash to Ride the Bus	1	2%
Other	3	5%
<b>Total Responses</b>	<b>56</b>	<b>100%</b>

## **Q13. How Likely to Use Transit After Improvements (55-65 Responses)**

Respondents were asked how likely they would be to use Lake Transit on a scale of 1 (would not) to 5 (definitely would) given various potential changes to the bus system. Figure B-10 shows the likelihood people would ride the bus more often if the Lake Transit service area was expanded to the listed destinations. Participants want public transit service to Ukiah/Santa Rosa and additional destinations within Lake County the most. Figure B-11 shows the likelihood people would ride the bus more if various service improvements were implemented. The highest ranked ideas included free fares and resuming Saturday service. Lowest ranked were service to Cache Creek Casino (3.0) better information on the service (3.2), and earlier weekday service (3.3).



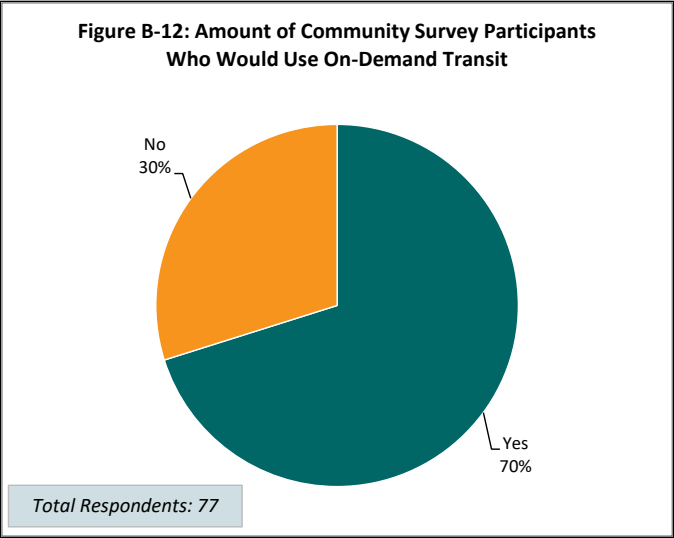
**Q14. Most Important Improvements (72 Responses)**

The community survey participants were asked to identify the single improvement most important to them of those listed in Question 13. The most common answers were to resume Saturday service and to have better service options to out of county destinations (both 18 percent) (Table B-5). 13 percent of respondents said they would like Lake Transit to prioritize establishing bus stops nearer to their homes, and another 13 percent of respondents wanted better service to destinations within Lake County.

Table B-5: Most Important Improvements			
Improvement	# of Participants	% of Participants	
Saturday Service	13	18%	
Service to More Out of County Destinations	13	18%	
Bus Stops Closer to Home	9	13%	
Service to More Lake County Destinations	9	13%	
Sunday Service	7	10%	
More Frequent Service	6	8%	
Earlier Weekday Service	4	6%	
Electronic Payments	4	6%	
Later Weekday Service	3	4%	
Better Information	2	3%	
Bus Stop Amenities	1	1%	
Free Fares	1	1%	
<b>Total Responses</b>	<b>72</b>	<b>100%</b>	

**Q15. Amount of Participants Interested in On-Demand Transit (77 Responses)**

70 percent of the community survey respondents indicated they would use on-demand transportation if Lake Transit were to implement this type of program (Figure B-12).



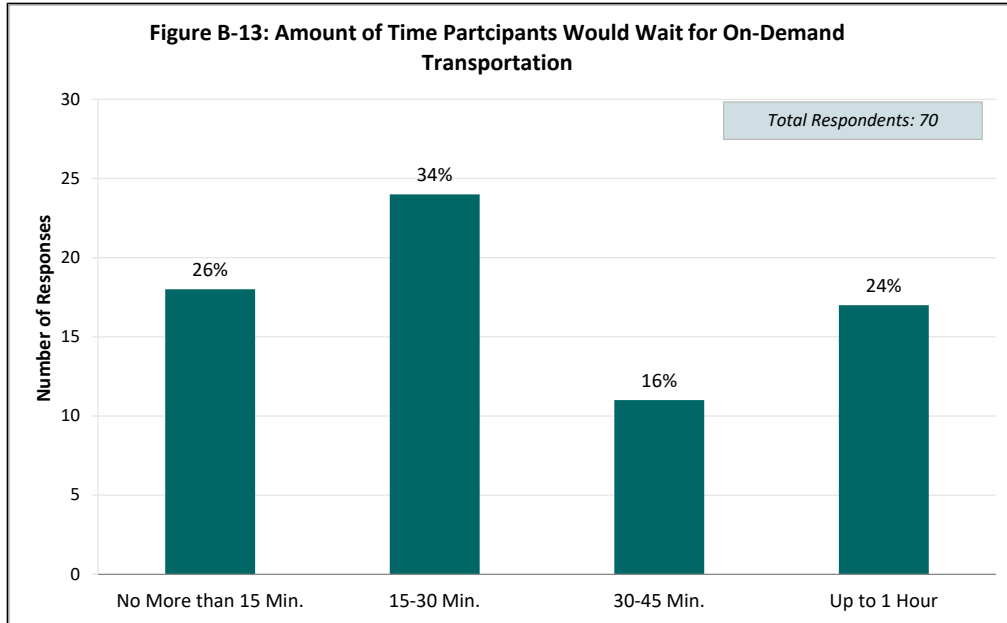
**Q16. Amount of Time Passengers Would be Willing to Wait for On-Demand Transportation (70 Responses)**

The survey participants were then asked how long they would be willing to for an on-demand ride if Lake Transit were to implement this type of program. About a quarter of respondents (26 percent) indicated they would wait no longer than 15 minutes, while 34 percent said they would wait between 15 and 30 minutes. The remainder would be willing to wait longer than 30 minutes (Figure B-13).

**Q17. Desired Improvements to Lake Transit (25 responses)**

The final question of the survey asked respondents to describe service improvements they would like to see implemented on Lake Transit. The most popular suggestions were to expand public transit to both more in-county and out-of-county destinations. Having more disability accommodations was also a popular suggestion. Other ideas for potential service improvements included having Wi-Fi on the bus, improved on-time performance, free passes for seniors, and more advertising for the bus.





One person specifically commented that they would love to ride the bus more often, but there is no service in Spring Valley, where they live. The lack of public transportation in Spring Valley has been established as an unmet transit need by the Lake Transit Authority (LTA) and Lake Area Planning Council (APC) in recent years, although it was determined serving the community would not be feasible given resource limitations and low ridership projections.

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## **TRANSPORTATION STAKEHOLDER SURVEY RESPONSES**

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### **TRANSPORTATION STAKEHOLDER SURVEY RESPONSES**

A stakeholder survey was made available to Lake County organizations that either provide transportation services to their clients or assist their clients in other ways with their transportation needs. The survey questions were intended to gather more information about the services provided by these organizations as well as the more specific transportation needs and barriers experienced by their clients.

19 stakeholders including all tribal entities in the region were emailed the survey information directly during July and August 2022 to complete either online or by printing a physical copy of the survey. The surveys included a simple introduction, with 15 questions in multiple choice, short-answer, or comment format. This Appendix includes full results by respondent and question; the main report contains highlights of the stakeholder survey results. Survey participants included staff from the following organizations:

- Lake Links
- Mendocino College
- Woodland Community College – Lake Campus
- Sutter Lakeside Hospital
- People Services, Inc.
- Lake County (Services Related to Older Adults)
- Redwood Coast Regional Center (RCRC)

**Table C-1.1. Transportation Stakeholder Survey - Results (Part 1)**

		Agency						
		Lake Links	Mendocino College	Woodland Community College - Lake Campus	Sutter Lakeside Hospital	People Services, Inc.	Lake County (Services Related to Older Adults)	Redwood Coast Regional Center
<b>Questions</b>								
Type of Organization		Private, Nonprofit	Educational Institution	Educational Institution	Private, Nonprofit	Private, Nonprofit	Government	Non-profit contracted by CA Dept. of Social Services
People with Disabilities		People with Disabilities		People with Disabilities	People with Disabilities	People with Disabilities		People with Disabilities
Seniors		Seniors		Seniors	Seniors	Seniors	Seniors	Seniors
Low-Income		Low-Income		Low-Income	Low-Income	Low-Income		Low-Income
Tribal Members				Tribal Members	Tribal Members	Tribal Members		Tribal Members
Patients		Patients			Patients	Patients		
Students			Students	Students	Students	Students		Students
Unhoused/Housing Insecure			Unhoused/Housing Insecure	Unhoused/Housing Insecure	Unhoused/Housing Insecure	Unhoused/Housing Insecure		Unhoused/Housing Insecure
General Public		General Public	General Public	General Public	General Public	General Public	General Public	
Program Participants			Program Participants	Program Participants	Program Participants	Program Participants		Program Participants
Education			Education	Education		Education		Education
Counseling			Counseling	Counseling		Counseling		Counseling
Independent Living Skills			Independent Living Skills	Independent Living Skills		Independent Living Skills		Independent Living Skills
Job Training			Job Training	Job Training		Job Training		Job Training
Medical/Dental				Medical/Dental	Medical/Dental	Medical/Dental		Medical/Dental
Drug Treatment				Drug Treatment	Drug Treatment			Drug Treatment
Recreation					Recreation	Recreation		Recreation
Social					Social	Social		Social
Other		Other		Job Placements			Services are Contracted	Behavioral, Transportation
Does Organization Provide Transportation to Clients		Yes	No	No	Yes	Yes	No	Yes

**Table C-2: Transportation Stakeholder Survey - Results (Part 2)**

Agency							
Lake County (Services Related to Older Adults)		Sutter Lakeside Hospital		Woodland Community College - Lake Campus		Mendocino College	
Redwood Coast Regional Center		People Services, Inc.		Lake Links		Lake County (Services Related to Older Adults)	
<b>Questions</b>							
How is Transportation Provided?	Staff Use Company Vehicles Purchasing Bus Passes Hired Contractor Purchased From Provider Staff Use Private Vehicles Reimburse Clients Other	Hired Contractor Reimburse Clients Volunteer Driver Program	Purchasing Bus Passes	Staff Use Company Vehicles Staff Use Private Vehicles	Purchasing Bus Passes	Staff Use Company Vehicles Staff Use Private Vehicles	Purchasing Bus Passes Purchased From Provider Reimburse clients
Most Critical Transportation Needs for Lake County Constituents	Medical/ Dental Shopping School/ College Jobs Personal Errands Counseling	Medical Shopping School/ College Jobs Personal Errands	Medical School/ College Jobs	Medical Shopping Jobs	Medical School/ College Jobs	Medical Shopping Jobs	Medical Shopping School/College Jobs Personal Errands
Where Clients Need To Go	Residential Destinations Service/ Commercial Destinations	Clearlake Lakeport Hidden Valley Clearlake Oaks St. Helena Hospital Santa Rosa - Old Redwood Hwy Ukiah - Hospital Drive Willits - Memorial Hospital	Middletown Hidden Valley Lake Clearlake (The Avenues) Clearlake (Lakeshore Blvd) Woodland Community College Adventist Health Offices Burns Valley Mall/ Safeway Lake County Social Services	Nice Lucerne	Lake County Napa County Mendocino County	Medical Appts - All Over Banks - All Over	

**Table C-3: Transportation Stakeholder Survey - Results (Part 3)**

		Agency						
		Lake Links	Mendocino College	Woodland Community College - Lake Campus	Sutter Lakeside Hospital	People Services, Inc.	Lake County (Services Related to Older Adults)	Redwood Coast Regional Center
<b>Questions</b>								
Times of Day Clients Need Transportation	Departure Times	7:00 AM - 3:00 PM	7:00 AM - 9:00 AM	7:30 AM - 9:00 AM		5:00 AM - 6:00 PM		
	Return Times	3:00 PM - 6:00 PM	9:15 PM - 10:15 PM	1:00 PM - 10:00 PM		5:00 AM - 6:00 PM		
Days of Week Clients Need Transportation	Monday	Monday	Monday	Monday	Monday	Monday	Monday	Monday
	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday
	Wednesday	Wednesday	Wednesday	Wednesday	Wednesday	Wednesday	Wednesday	Wednesday
	Thursday	Thursday	Thursday	Thursday	Thursday	Thursday	Thursday	Thursday
	Friday	Friday		Friday	Friday	Friday	Friday	Friday
	Saturday			Saturday				Saturday
	Sunday							Sunday
How Often Clients Need to Make Trips		1 Roundtrip / Day	1 Roundtrip / Day	1 Roundtrip / Day	1 Roundtrip / Day	1 Roundtrip / Day	1 Roundtrip / Day	1 Roundtrip / Day
Are Clients Able to Use Lake Transit?		No; Medi-Links - Yes	Yes	Yes	Yes	Sometimes	Sometimes	Sometimes
Are Clients Who Use Lake Transit Satisfied?	Clients' Biggest Barriers	No Vehicle	No Vehicle	No Vehicle	No Vehicle	No Vehicle	No Vehicle	No Vehicle
		No Driver's License	No Driver's License	No Driver's License	No Driver's License	No Driver's License	No Driver's License	No Driver's License
		Live Too Far From Bus Stop	Live Too Far From Bus Stop	Live Too Far From Bus Stop	Live Too Far From Bus Stop	Live Too Far From Bus Stop	Live Too Far From Bus Stop	Live Too Far From Bus Stop
		Need Earlier Transit Hours	Need Earlier Transit Hours	Need Earlier Transit Hours	Need Earlier Transit Hours	Need Earlier Transit Hours	Need Earlier Transit Hours	Need Earlier Transit Hours
		Need Later Transit Hours	Need Later Transit Hours	Need Later Transit Hours	Need Later Transit Hours	Need Later Transit Hours	Need Later Transit Hours	Need Later Transit Hours
Other	Physically Cannot Drive							Too Much Time
Best Method of Outreach About Transit		Printed Materials	Website	Website	Printed Materials	Printed Materials		All Marketing Methods