

**APPENDIX A ONBOARD AND ONLINE
SURVEY SUMMARY**

SURVEY SUMMARY MEMORANDUM

Date:	May 29, 2019	Project #: 23254.0
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Project:	SCTD Transit Development and Master Plan Update	
Subject:	Survey Summary Memorandum (Subtask 2.2)	

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INTRODUCTION

The following provides an overview of the process and results of the first onboard and online survey for SCTD's Transit Development and Master Plan (TDMP). The onboard surveys were conducted on every run of the Molalla City and Molalla to Canby routes and most runs of the Molalla to Clackamas Community College (CCC) route on a weekday (Wednesday, March 13th, 2019) and every run of the Molalla to CCC route on a weekend (Saturday, March 16th, 2019), resulting in 110 participants. The Molalla City and Molalla to Canby routes do not operate on weekends and no routes operate on Sunday. The online survey was available from Monday, March 25th, 2019 through Sunday, April 14th, 2019 and had 55 participants, including 25 non-riders and 30 existing riders.

The following sections summarize the responses and findings from the surveys. *The onboard survey is included in Attachment A and detailed onboard survey responses are included in Attachment B. The online survey is included in Attachment C and detailed online survey responses are included in Attachment D.*

KEY FINDINGS

Key findings were extracted from the survey summary to supplement existing conditions information and begin to identify potential service opportunities. Details on these findings can be found in the three respective sections, existing travel patterns, service quality and improvements, and general information.

ONBOARD AND ONLINE SURVEY

Key findings from **existing travel patterns** questions are as follows:

- » Bus stops with the highest activity include Canby Transit Center, CCC, Ross Street Transit Center, Molalla Safeway, and Canby Fred Meyer.
- » Most riders do not transfer between services. TriMet Route 33 is the most common non-SCTD route that riders transfer to/from.
- » Most riders walk to and from bus stops. Molalla to Canby and Molalla to CCC riders drove or got a ride to and from bus stops more often than the Molalla City route.
- » Approximately 40% of onboard respondents were going to or from work. Other common uses included college, recreation/social, and shopping.
- » If bus service were not available, approximately 5% of Molalla to Canby and Molalla to CCC weekday riders would not make their trip while approximately 30% of Molalla to CCC weekend riders and Molalla City riders would not make their trip.

Key findings from **service quality and improvements** questions are as follows:

- » Of 25 non-riders who took the online survey, only one was not familiar with any of SCTD's services. 76% were aware of Molalla to CCC and 60% were aware of Molalla to Canby or Molalla City. Approximately 80% of existing riders and 30% of non-riders ranked their understanding of SCTD's services as good or very good.
- » Riders and non-riders indicated real-time vehicle arrival information and online/mobile trip planning tools as the highest-interest tools for rider convenience.
- » Riders and non-riders indicated text alerts and website accessed via mobile device as their top preferences for receiving service alerts.
- » In ranking service improvements, the overall highest priority was increased frequency, followed closely by extended hours and weekend service.
- » When asked about what caused respondents to miss a trip, riders noted being unable to afford Uber/Lyft/Taxis/transit, being unable to rely on friends/family, health issues, disabilities, no working vehicle, and no license more often than non-riders. Non-riders indicated SCTD not running where or when they needed to travel more often than riders did.

Key findings from the **general information** are as follows:

- » Most onboard survey respondents ride SCTD several times per week while riders that took the survey online reported less frequent trips.
- » Survey respondents' ages were fairly well-distributed. The Molalla to CCC route, which serves the college, had more 19-24-year-olds than other routes and non-riders. Non-riders had proportionally more 65+-year-old

respondents. Contrary to these results, older adults and youth riders are typically considered more transit-dependent than other age groups.

- » Molalla to CCC weekend riders had high proportions of low-income riders despite having higher amounts of full-time and part-time workers. Non-riders had higher incomes on average compared to riders.
- » CCC weekend riders had the highest proportion of respondents who did not have a working motor vehicle.
- » Molalla City and Molalla to Canby routes have the highest proportions of respondents with a disability while CCC weekend and non-riders had the lowest.

SURVEY RESPONDENTS

The onboard surveys were counted by route and day and online survey respondents were asked to indicate which services they ride. The online survey allowed respondents to select more than one route that they frequently ride. Of the 30 online survey respondent riders, 2 riders indicated they typically ride multiple routes, resulting in 32 routes selected. Table 1 shows the distribution of responses. As shown, the most responses were from riders of the Molalla to CCC route, which also has the highest ridership.

Table 1. Survey Responses by Source, Route, and Day

Route	Weekday	Weekend	Total Onboard	Online
Canby	13	-	13	5
CCC	67	18	85	21
City	12	-	12	6
Non-Rider	-	-	-	25
Total	92	18	110	55

EXISTING TRAVEL PATTERNS

Trip patterns indicate not only the existing use of the system but also highlight opportunities for future improvement. Existing rider travel patterns include the results from the onboard and online survey. The onboard survey results include information about the particular trip the rider was taking at the time whereas the online survey asked riders about where and how they typically use services.

ORIGIN AND DESTINATION

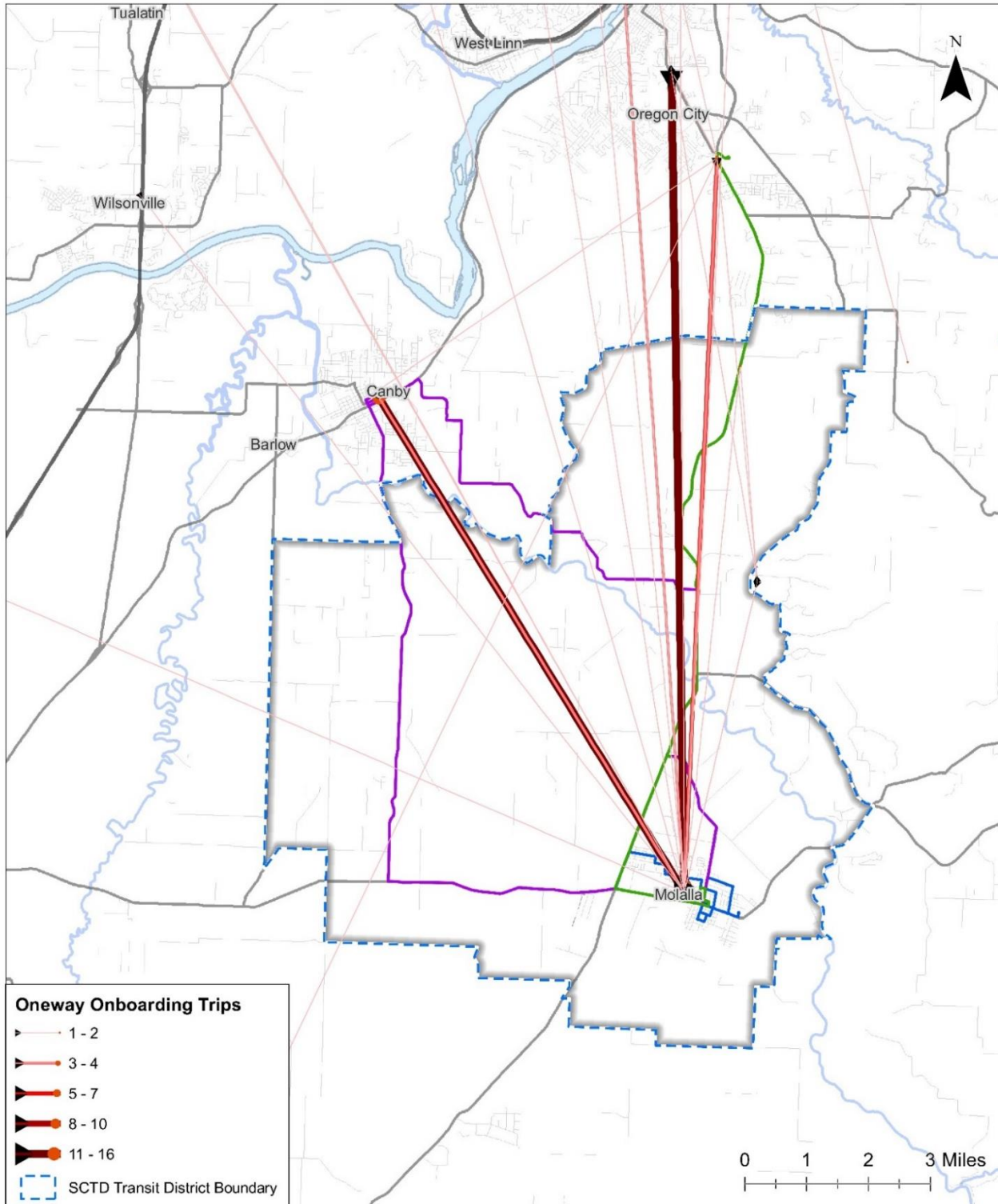
Table 2 shows the top five boarding and alighting stops for onboard and online survey respondents. As shown, Canby Transit Center, Canby Fred Meyer, CCC, Molalla Safeway, and Ross Street Transit Center have the highest activity. CCC and the transit centers facilitate transfers across services and Canby Fred Meyer and Safeway provide access to shopping. *Detailed responses are included in Appendix E.*

Table 2. Top Boarding and Alighting Stops – Onboard and Online Surveys

Rank	Stop	Number of Riders
1	CCC	109
2	Ross St. Transit Center	57
3	Canby Transit Center	23
4	Molalla Safeway	19
5	Canby Fred Meyer	6

Figure 1 shows the origin and destination cities of the onboard survey. As shown and consistent with the boarding and alighting stops, the heaviest ridership occurs to and from CCC and Canby. Origins or destinations outside of SCTD's services included Aloha, Clackamas, Beaver Creek, Milwaukie, Gladstone, Lake Oswego, Portland, Tualatin, Silverton, West Linn, and Wilsonville.

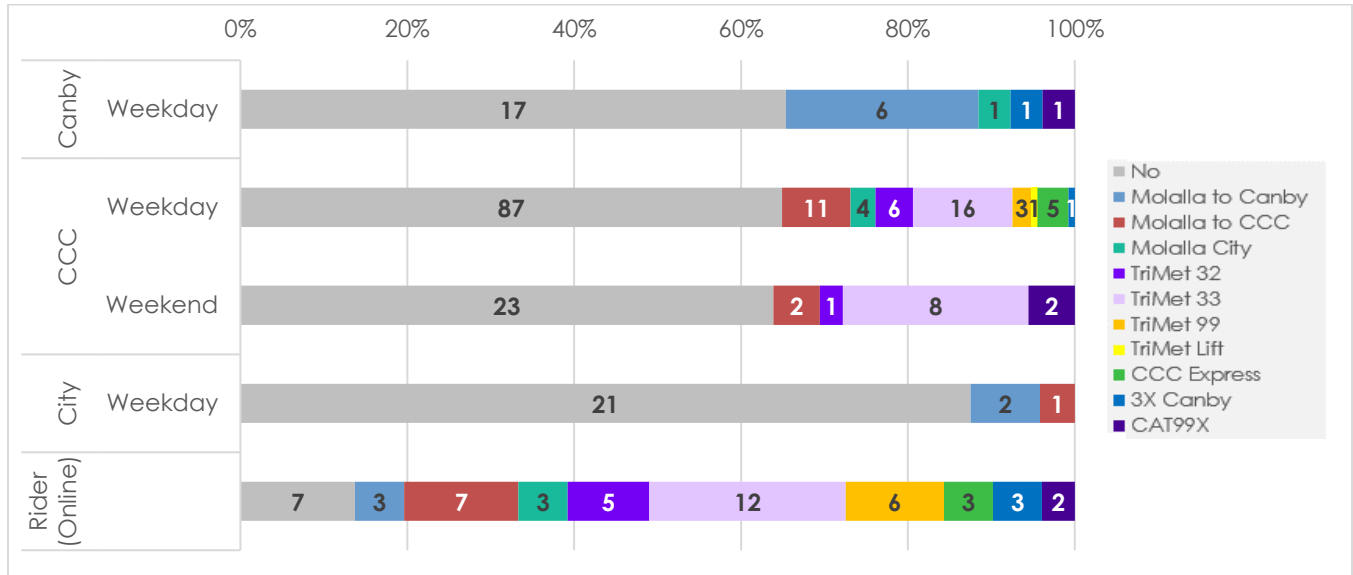
Figure 1. SCTD Rider Origins and Destinations - Onboard Survey



TRANSFERS

Figure 2 shows the transfers to and from other services for riders. As shown, the majority of riders (near 57%) do not transfer between other routes. The most common route to transfer between is TriMet Route 33, which connects CCC to Clackamas Town Center via Oregon City, Gladstone, and Milwaukie. Approximately 15% of responses indicated transfers between SCTD services and 21% between TriMet services.

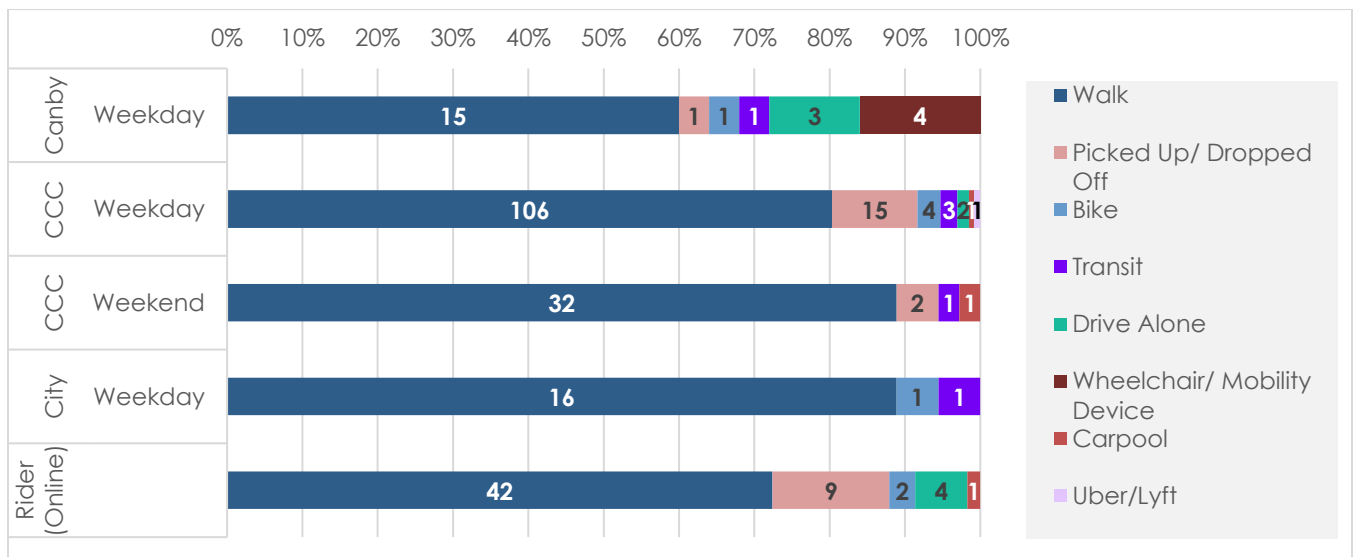
Figure 2. Transfers between Other Routes – Onboard and Online Survey



MODE TO AND FROM BUS STOPS

Figure 3 shows the mode riders use to get to and from bus stops. As shown, the Molalla to Canby and CCC routes have riders who carpool, get dropped off/picked up, or drive alone to their first and last stops while the Molalla City route has none. The Molalla to Canby and CCC routes provide longer distance travel compared to the Molalla City route; someone able to drive or get a ride would drive to their ultimate destination rather than use the Molalla City route. Most riders in both the onboard and online survey indicated they typically walk to and from their bus stops.

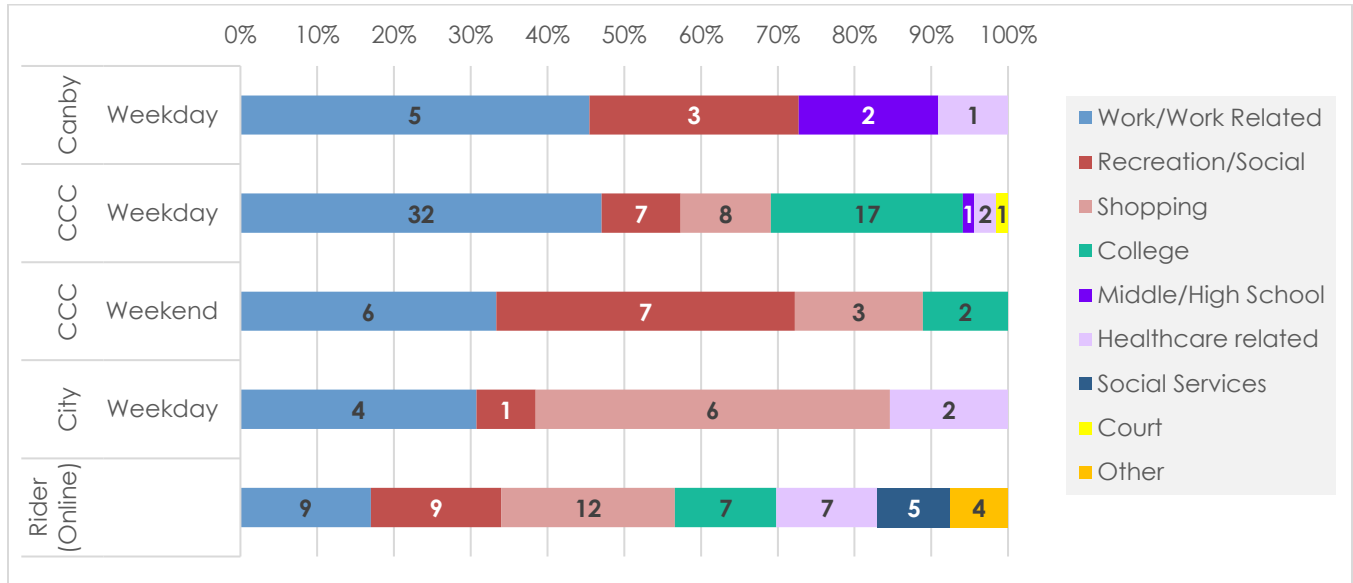
Figure 3. Mode to and from Bus Stops – Onboard and Online Survey



TRIP PURPOSE

Figure 4 shows the typical trip purposes for riders. Approximately 40% of riders use transit to get to or from work. College, court, healthcare, middle/high school, recreation, and shopping make up the remainder of trips. Several riders on the Molalla to Canby route indicated they were coming from middle or high school. Most respondents on the Molalla to CCC route were going to or from places that were not the college.

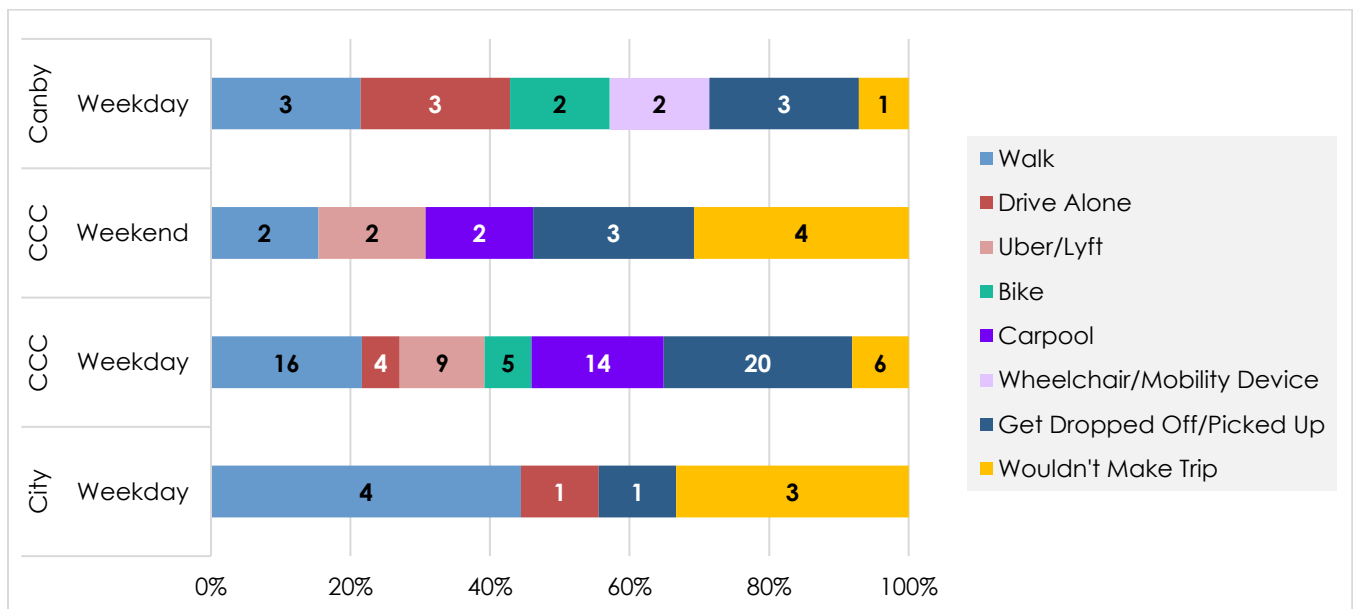
Figure 4. Trip Purpose - Onboard and Online Survey



TRAVEL MODE IF BUS SERVICE IS UNAVAILABLE

Figure 5 shows how riders would make their trip if bus service were not available. Depending on route, 5-30% of riders would not make the trip. On the Molalla City route, almost 50% of riders would walk while riders on longer distance services, Molalla to Canby and CCC, would drive alone, carpool, or get dropped off/picked up.

Figure 5. Mode if Bus Service Were Not Available – Onboard Survey



SERVICE QUALITY AND IMPROVEMENTS

The following describes respondents' perceptions of SCTD's service quality. This section also describes desired improvements that will inform the future service alternatives.

COMMUNITY IMPRESSION AND UNDERSTANDING OF SCTD SERVICE

Figure 6 and Figure 7 show existing riders' feedback on service quality and non-riders' impression of SCTD's impact to the community. As shown, all riders rated service quality as at least fair, with the majority ranking quality as good or very good. All but one non-rider thought SCTD had a neutral or better impact on the community, with the majority ranking the impact as positive or very positive.

Figure 6. Service Quality

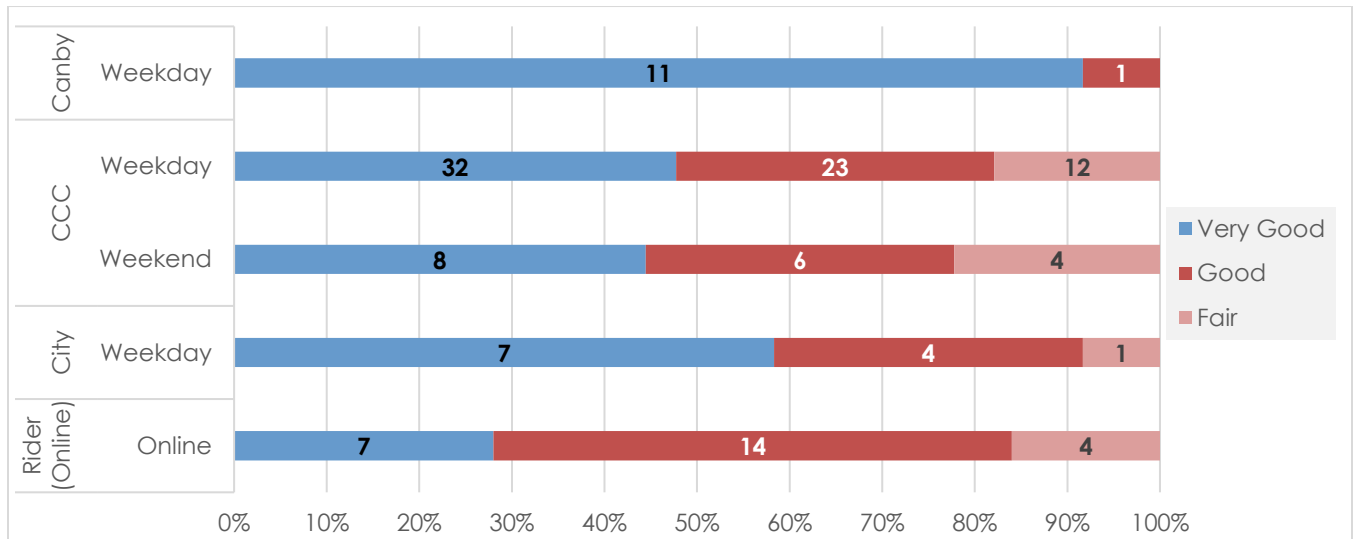


Figure 7. Non-Rider Impression of SCTD Impact on Community

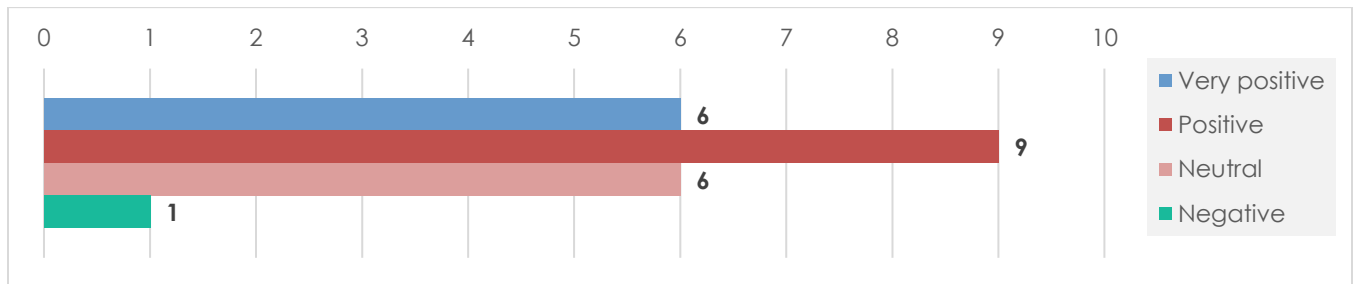


Figure 8 shows which routes non-riders are aware of and Figure 9 shows how well riders and non-riders feel they understand SCTD’s services from poor to very well. Of the 25 non-riders who took the survey, 76% were aware of Molalla to CCC and 60% were aware of Molalla to Canby or Molalla City. There was one non-rider who was not aware of any services. Further, the majority of non-riders ranked their understanding SCTD’s services as fair or poor while the majority of existing riders ranked their understanding as well or very well. An open-ended question asked respondents to identify what would help improve understanding. Responses included new signage at bus stops, schedule information at bus stops, and real-time vehicle arrival information.

Figure 8. Non-Rider Awareness of SCTD Services

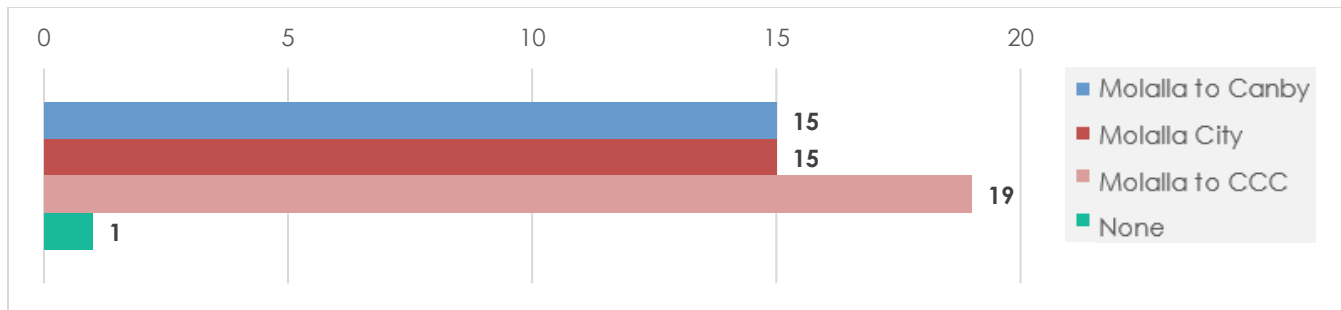
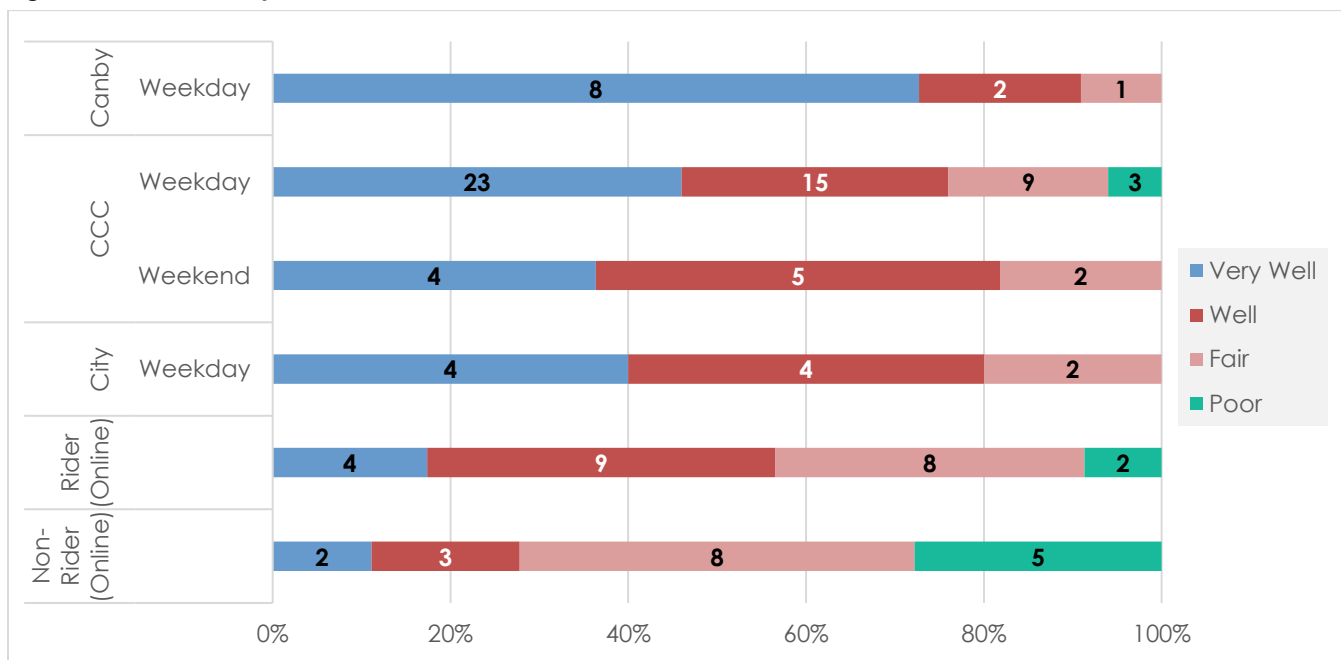


Figure 9. How well do you understand SCTD's services?



As a follow-up question, onboard respondents were asked what would help them better understand SCTD’s services. Key themes that appeared in multiple responses included:

- » Bus stop improvements (11) – Including requests for clearer signage, amenities such as benches and shelters, and schedule information posted at stops.
- » Real-time arrival information (3)

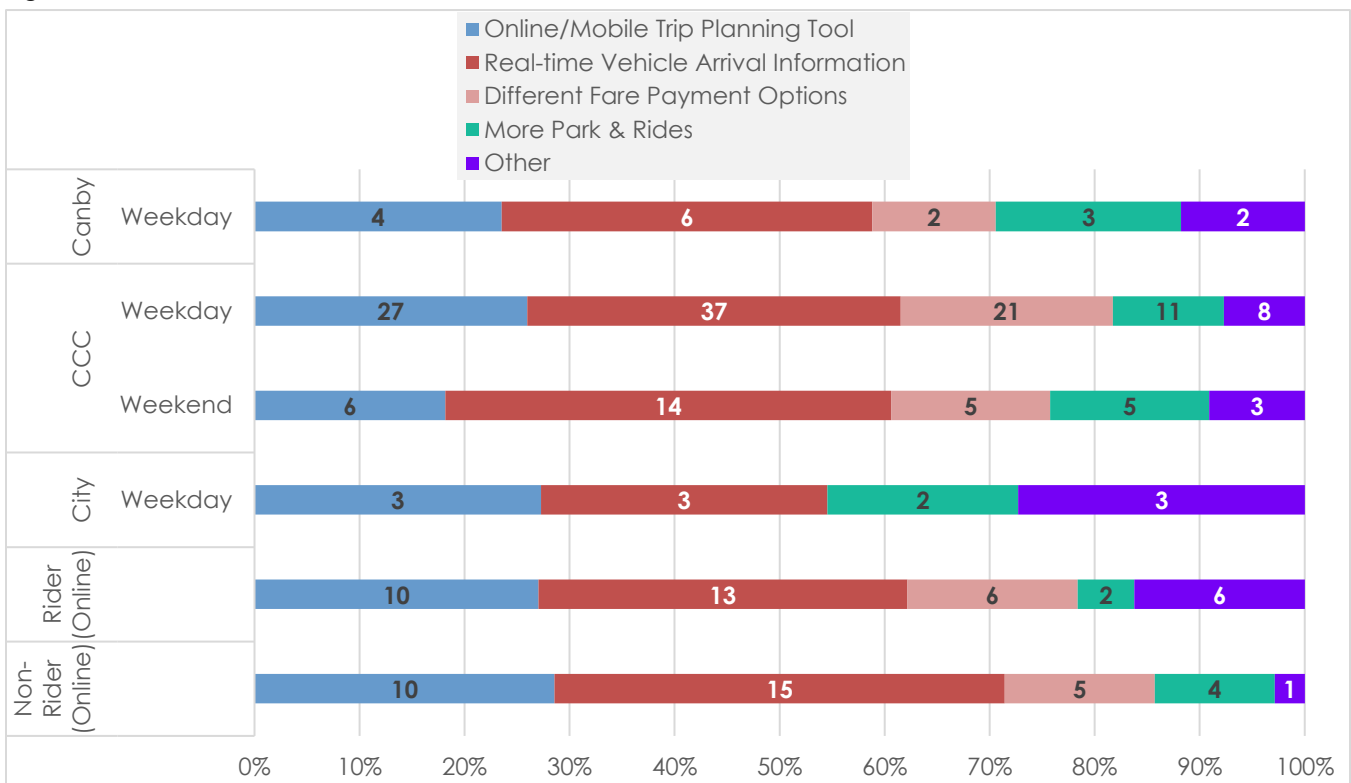
Non-riders who responded to the online survey were asked to describe what might encourage them to try SCTD’s service. Key themes that appeared in multiple responses included:

- » Clearer information about bus stops and services (3)
- » More service hours (2) – One respondent noted later hours while the other just noted more hours.
- » Bus stops closer to their home/origin (2)
- » More frequent service (2)

INFORMATION & TECHNOLOGY

Riders and non-riders were asked which tools would improve SCTD's convenience. Figure 10 shows the results, with respondents being able to select multiple options. As shown, real-time vehicle arrival information is the most often selected for every route and for online survey riders and non-riders, followed by online/mobile trip planning tools. Different fare payment options captured 10-15% of responses on all routes except the Molalla City route, which is fareless. An open-ended question asked for any follow-up respondents had, which is detailed below.

Figure 10. Desired Tools for Rider Convenience



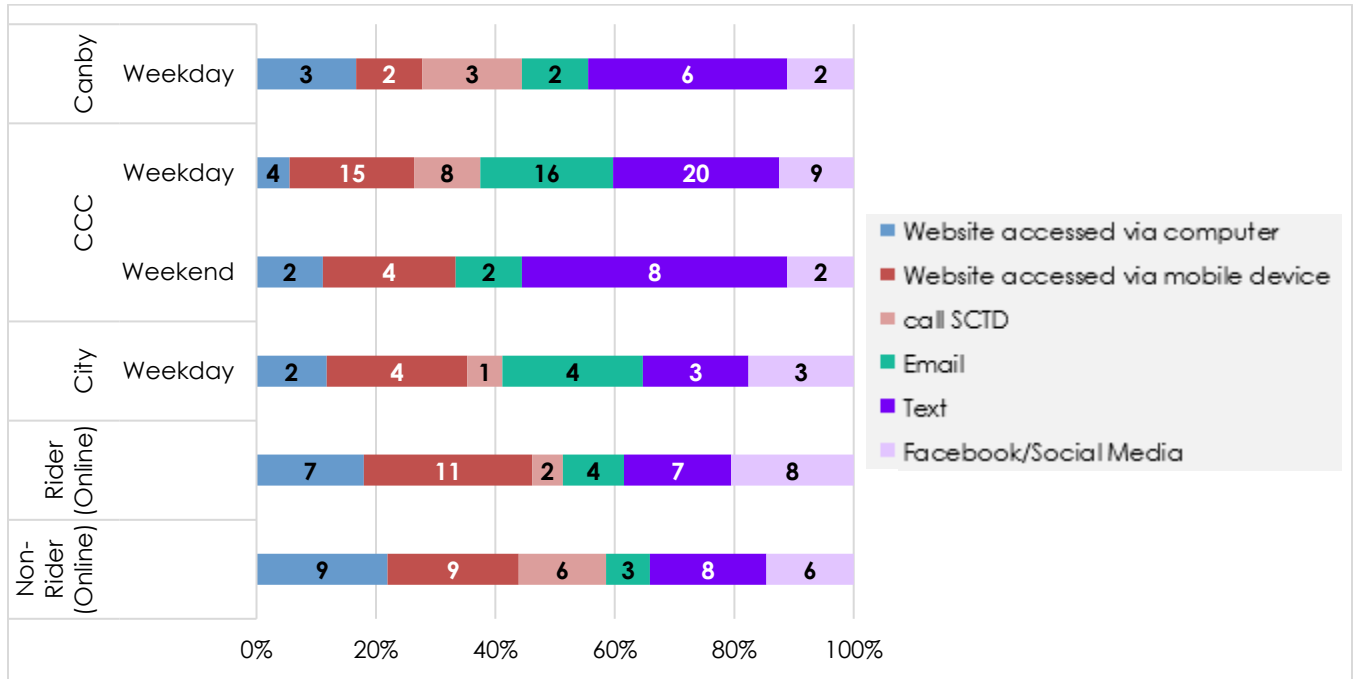
Online and onboard respondents were able to provide more details in an open-ended format regarding the tools that would make riding SCTD more convenient for them. Key themes that appeared in multiple responses included:

- » Fare payment options (8) – Including allowing coin/change payment, monthly passes, and transfer passes for adjacent services
- » Bus stop improvements (3) – Including requests for bus shelters at stops and a mention of “stops”, potentially meaning more stops or clearer identification of existing stops
- » Improved information access (2) – Including posting schedules at stops and website/social media use to convey information
- » More frequent service (2)

- » More service areas (2) – Including a general request for more routes and a direct bus line to Woodburn
- » More service hours (2) – Including one request for later service hours and one for earlier service hours

Figure 11 shows how online and onboard respondents prefer to receive information about SCTD alerts. As shown, the highest response was for text alerts (25% of total), followed by website accessed via mobile device (22%). Calling SCTD had the lowest response at 10% of riders.

Figure 11. Preferred Service Alert Method



BARRIERS TO RIDING SCTD

Online and onboard respondents were asked to respond to the open-ended question, “What barriers or challenges do you face in riding SCTD? What would help resolve these?”. Key themes that appeared in multiple responses included:

- » More service hours (15)
- » Bus stops closer to their home/origin (14)
- » Fare payment options (8) – Including monthly passes, mobile ticketing, allowing coin/change payment
- » Weekend service (8)
- » More frequent service (7)
- » Transfers/Timing Connections with Adjacent Providers (7)
- » On-time performance (6)
- » Understanding service and stop locations (3)
- » Real-time arrival information (2)
- » Remove one bag rule (2)

SERVICE IMPROVEMENT PRIORITIES

Respondents were asked to rank service improvements, with 1 being the highest. Service improvement options included 7 options on the onboard survey and 6 options on the online survey. Some participants only ranked their top options and left the remainder blank. Attachment E includes the detailed onboard and online results. Key findings are:

- » Canby riders indicated weekend service as the highest priority, followed by extended hours and increased frequency.
- » CCC Weekday riders indicated increased frequency as the highest priority, followed by extended hours and weekend service.
- » CCC Weekend riders indicated extended hours, increased frequency, and weekend service as the highest priority.
- » City riders indicated weekend service as the highest priority, followed by extended hours.
- » Riders who took the online survey indicated service to more destinations as the highest priority, followed by increased frequency and extended hours.
- » Non-riders indicated service to more destinations as the highest priority, followed by increased frequency. Non-riders also ranked information and technology relatively higher than riders did. These results indicate non-riders may be more willing to ride SCTD services if service was provided closer to their origins and destinations and if improved information and technology were available.

An open-ended portion was available to elaborate on their rankings. These included the following responses from both online and onboard surveys. Key themes that appeared in multiple responses included:

- » Weekend service (20)
- » More service hours (20)
- » More frequent service (12)
- » Real-time arrival information (4)
- » Add route for counterclockwise Canby loop (2)
- » On-time performance (1)
- » Route comments included:
 - ◆ Colton (5)
 - ◆ Woodburn (5)
 - ◆ Additional Oregon City locations (3) – Including the transit center, Fred Meyer, and downtown.
 - ◆ Estacada (2)
 - ◆ Clackamas Town Center (2)

Non-rider survey respondents were asked to describe the one improvement that SCTD needs the most. Key themes that appeared in multiple responses included:

- » Service to Colton (2)
- » Weekend service (2)
- » Clearer information/advertising about bus stops and services (3)

- » More service hours (2)
- » Specialized services (2) – Elderly and people with disabilities (1) and low-income/transit-dependent populations (1)

Onboard respondents provided additional comments. Key themes that appeared in multiple responses included:

- » More service hours (6)
- » Real-time arrival information (6)
- » Fare payment options (5) – Including monthly passes, mobile ticketing, allowing coin/change payment
- » Bus stop improvements (5)
- » Weekend service (4)
- » More frequent service (3)
- » On-time performance (3)
- » Bus stops closer to their home/origin (2)
- » Transfers/Timing Connections with Adjacent Providers (2)

GENERAL INFORMATION

The following section describes the characteristics of survey respondents and their use of the SCTD system.

USE OF SCTD SERVICES

Figure 12 shows the results of how frequently existing riders use SCTD services. Most of the onboard survey respondents indicated they ride several times per week while online riders were less frequent. CCC weekend riders had the most “Several times per month” responses and also had higher indications of shopping and recreational trips. Where a commuting rider may use services regularly throughout the week, riders on a more specialized trip may use services less frequently. Online riders frequency averaged far lower than the onboard surveys; likely due to (1) catching more frequent riders onboard is more likely than catching someone during their one trip per year and (2) frequent riders who gave their feedback onboard may be less likely to give additional feedback online.

Figure 12. Ridership Frequency

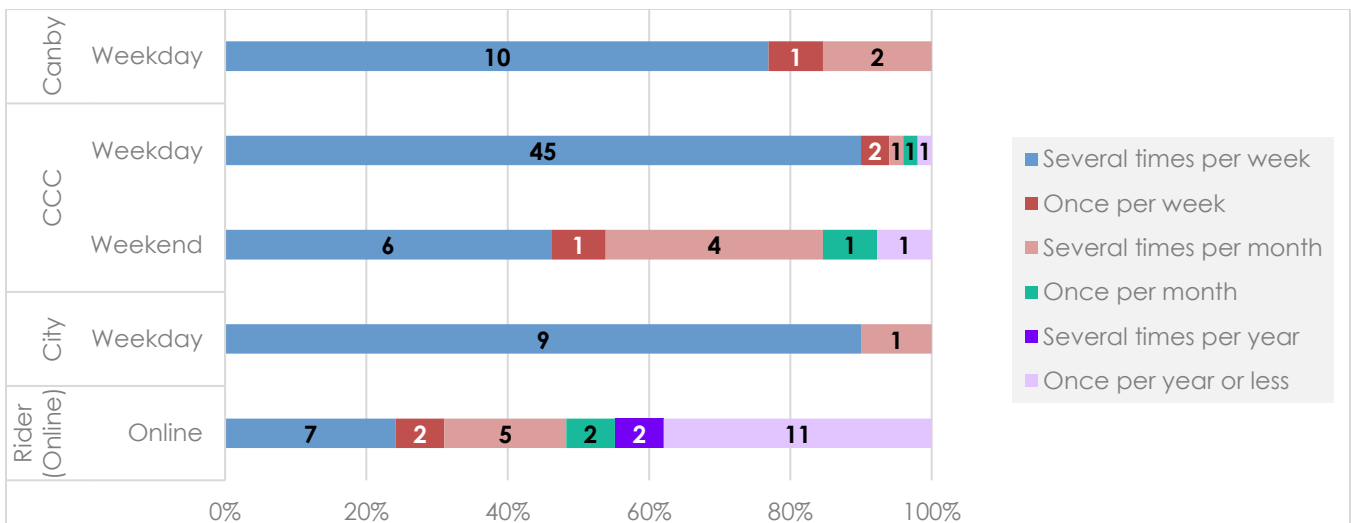


Figure 13 shows the results for how long riders have been using SCTD services. CCC and online respondents had the lower average duration of ridership. CCC includes many students traveling to the college and student turnover occurs every several years, hence the higher number of "Less than 1 year" and "1-5 years". Online respondents were also the less frequent respondents. Someone who rode SCTD services infrequently over 5 years ago is far less likely to respond to a survey than someone who rode services recently, yet still infrequently.

Figure 13. Length of Ridership

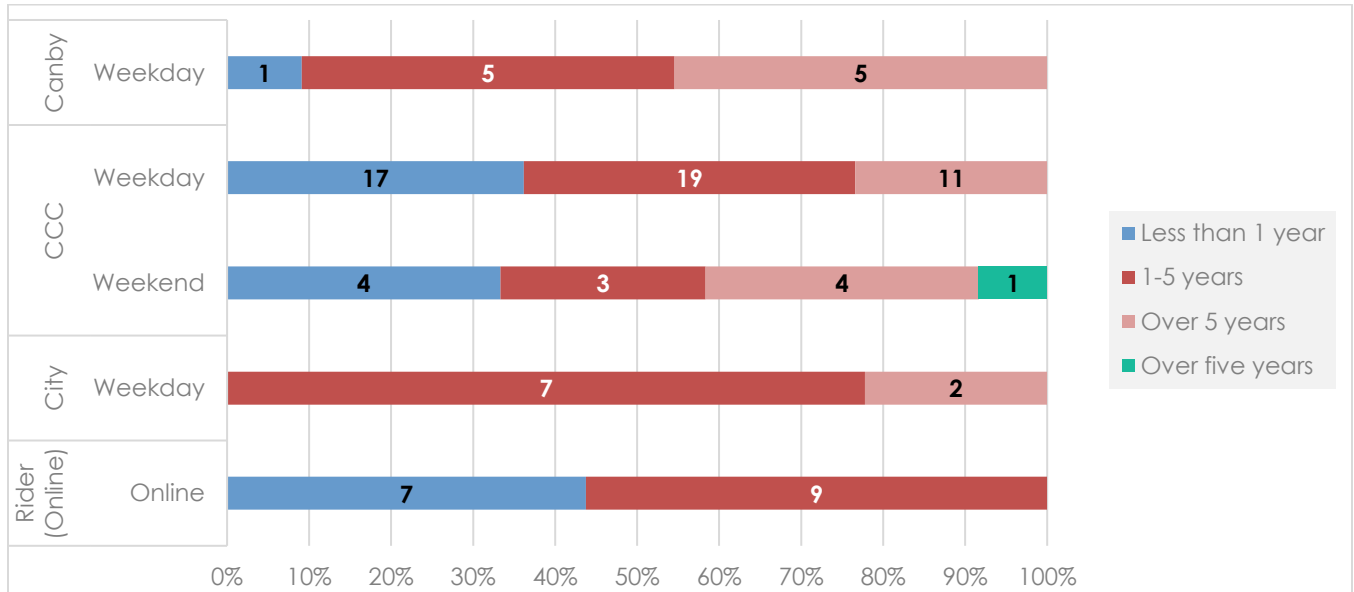
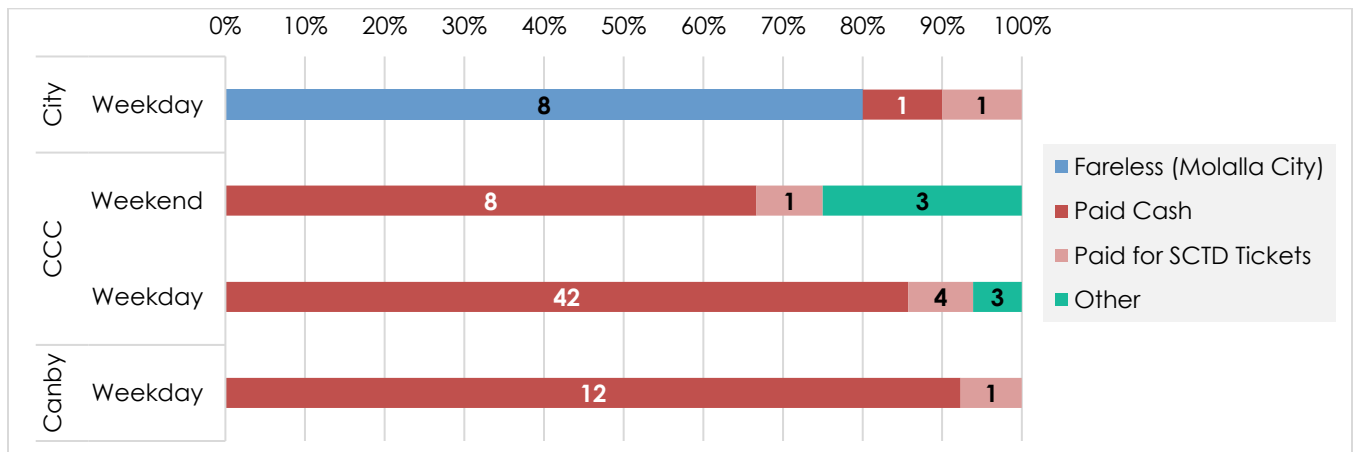


Figure 14 shows the fare payment method for SCTD riders. As shown, two respondents on the fareless Molalla City route indicated paying with fare. They may have interpreted the question as how they pay for fares on other SCTD services. Most riders pay cash for their fare.

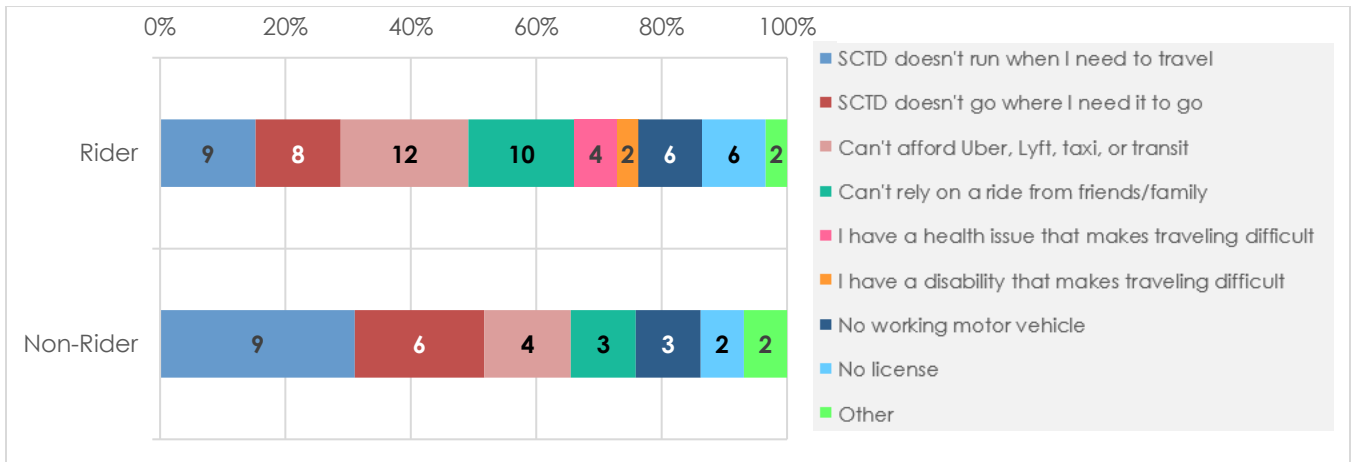
Figure 14. Fare Payment



CAUSES FOR MISSED TRIPS

Figure 15 shows what caused online survey respondents, including riders and non-riders, to miss trips. Riders referenced being unable to afford Uber/Lyft/Taxis/transit, being unable to rely on friends/family, health issues, disabilities, no working vehicle, and no license more often than non-riders. Non-riders indicated SCTD not running where or when they needed to travel more often than riders did. Despite indicating “other”, detailed responses to other included lack of weekend service and no bus stop close to their home. One non-rider did indicate they felt unsafe on public transportation.

Figure 15. Causes for Unable to Make Trip – Online Survey



DEMOGRAPHICS

Figure 16 shows the age distribution of survey respondents. As shown, the CCC route had the highest proportions of young riders as it serves a college. Non-riders had the highest proportions of seniors.

Figure 16. Age

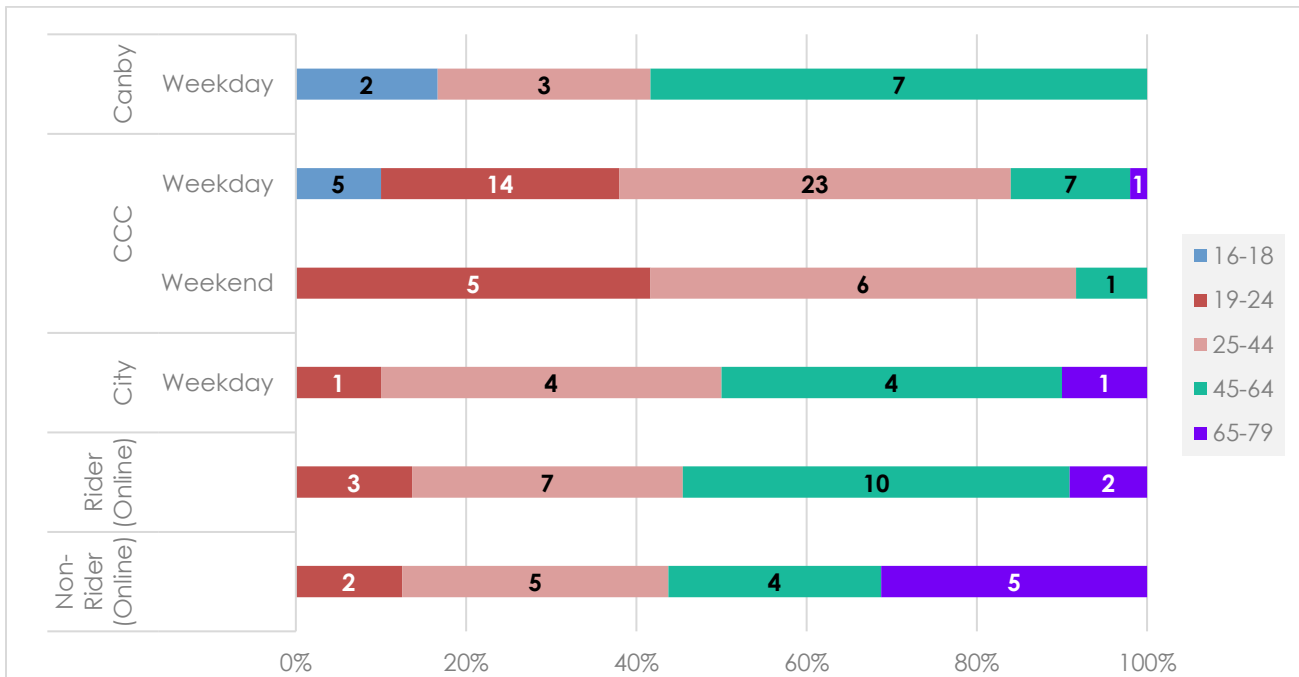


Figure 17 shows the gender identity of respondents. As shown, the total respondents were about equally split between female and male. The City route had higher male ridership while the other routes had slightly higher female ridership per survey responses.

Figure 17. Gender Identity

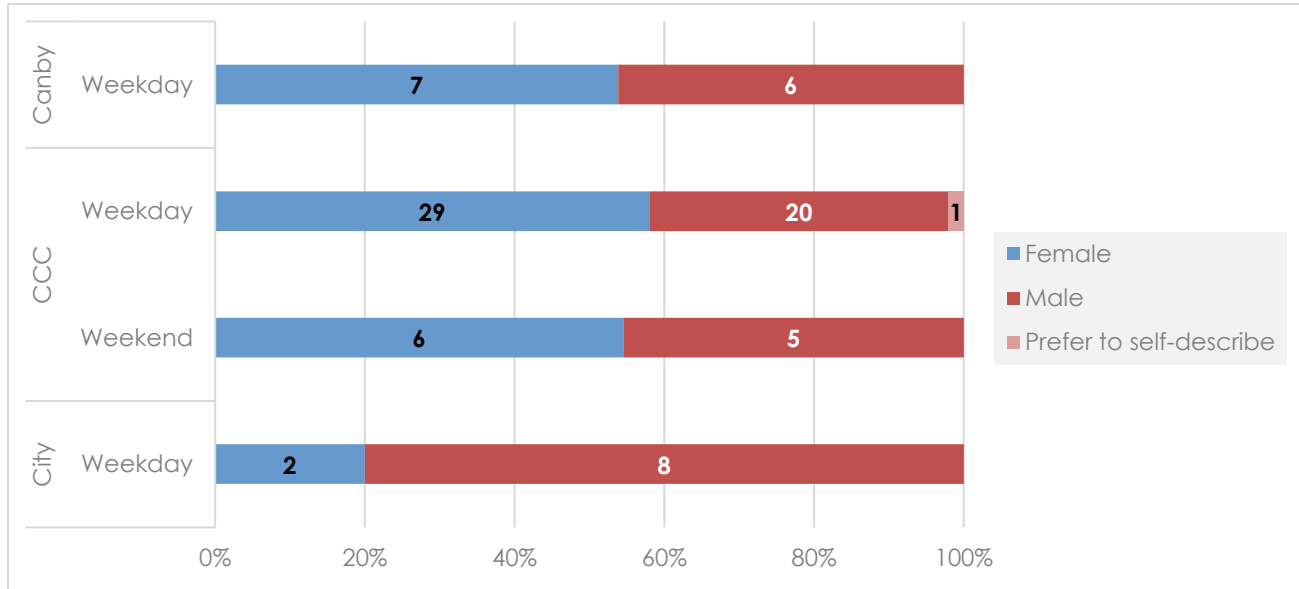


Figure 18 shows the race/ethnicity of survey respondents. Most respondents indicated they were white/Caucasian. The CCC weekday route had the highest amount of non-white/Caucasian riders, including approximately 10% Hispanic/Latino and American Indian/Alaska Native.

Figure 18. Race or Ethnicity

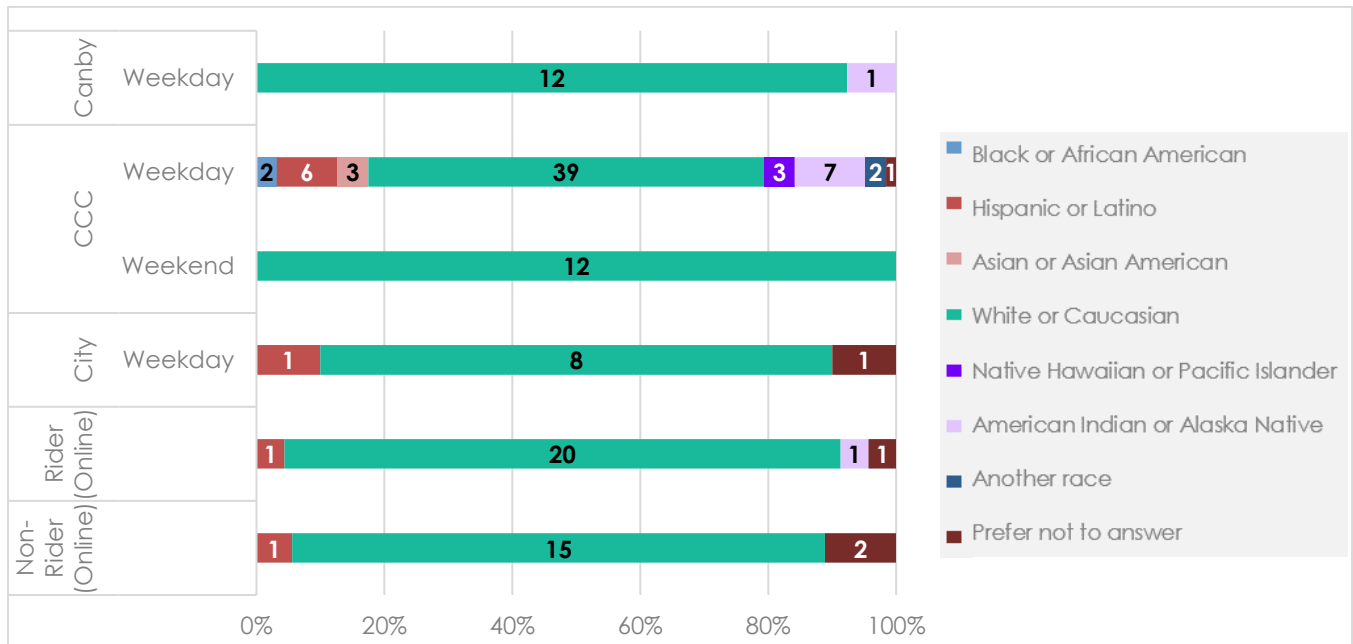


Figure 19 shows the characteristics that apply to survey respondents, including employment and veteran status. Respondents were able to select more than one characteristic. 57% of riders were full-time or part-time workers, 16% were middle/high school or college students, 13% were unemployed, 11% were retired, and 3% were veterans.

Figure 19. Respondent Characteristics

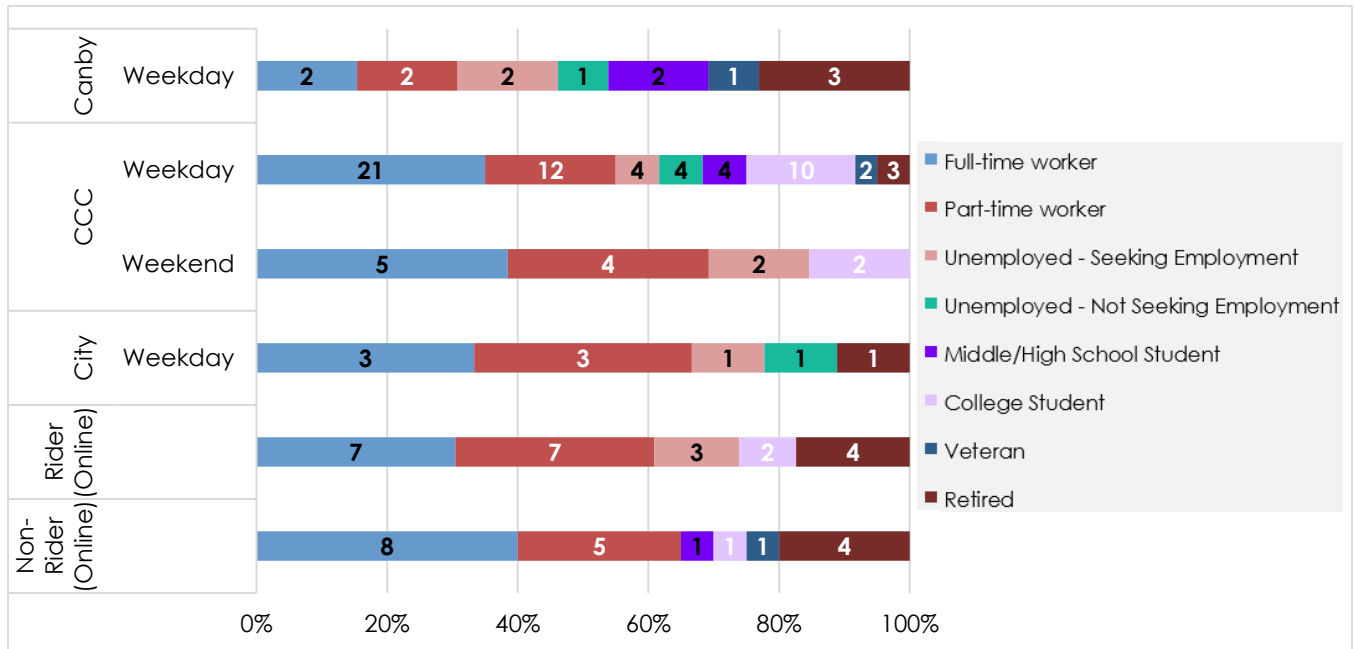


Figure 20 shows the personal income of survey respondents. As shown, CCC weekend riders had high proportions of low-income riders despite having higher amounts of full-time and part-time workers. Non-riders had higher incomes on average.

Figure 20. Personal Income

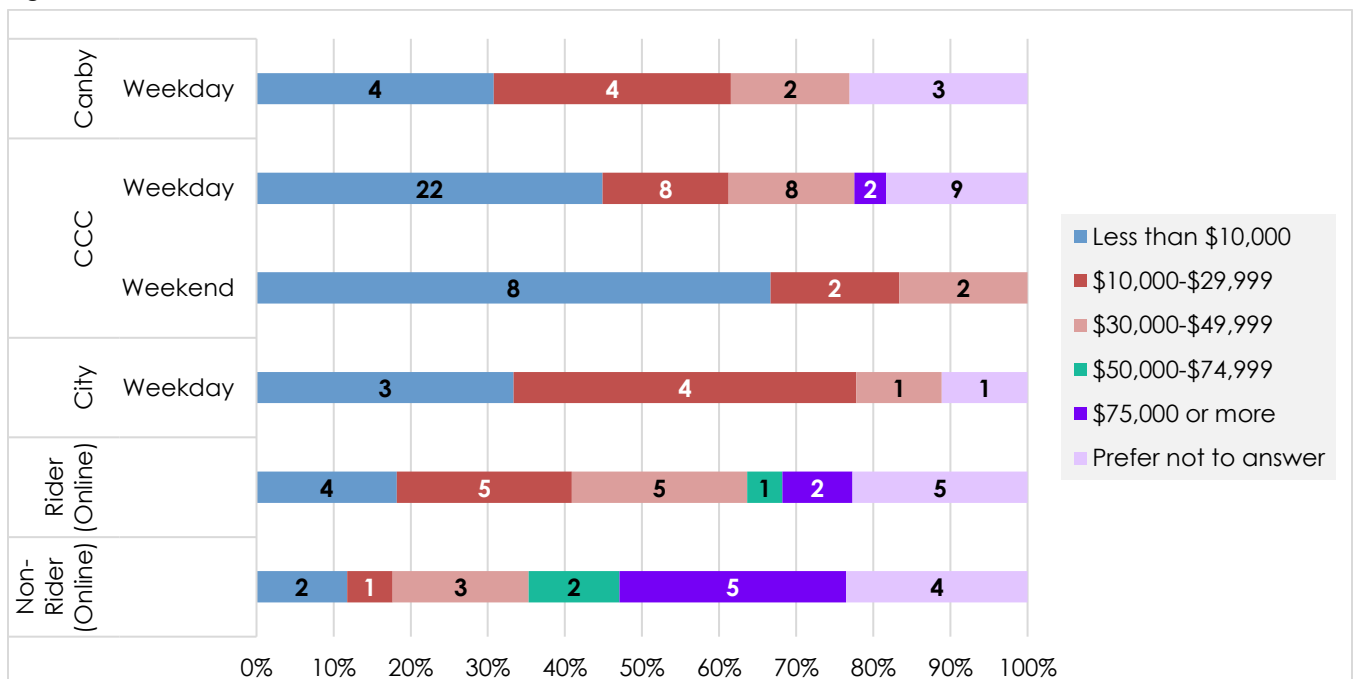


Figure 21 shows how many working motor vehicles are available to respondents' households. As shown, CCC weekend riders had the highest proportion of respondents who did not have a working motor vehicle.

Figure 21. Working Motor Vehicles in Household

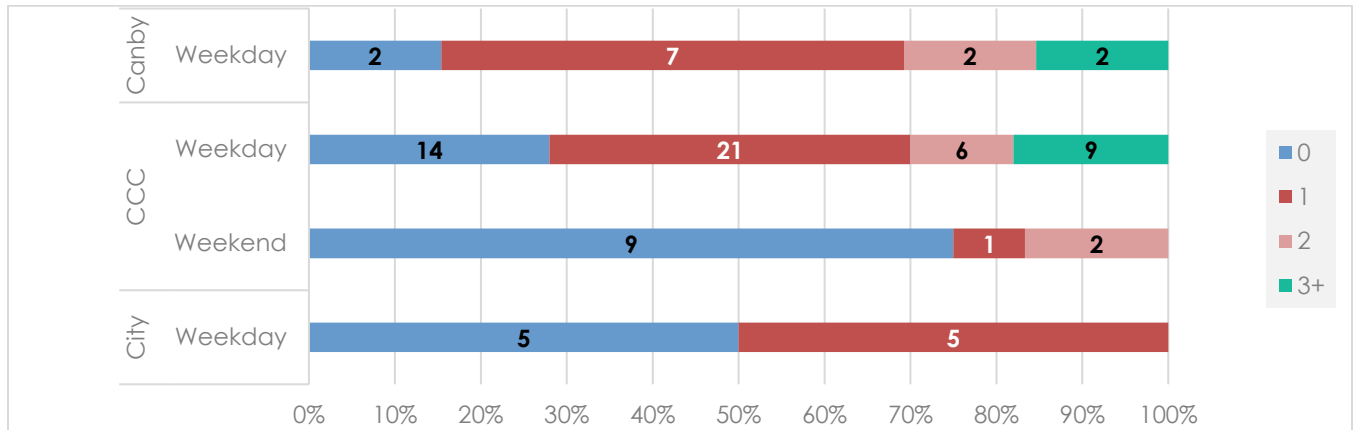
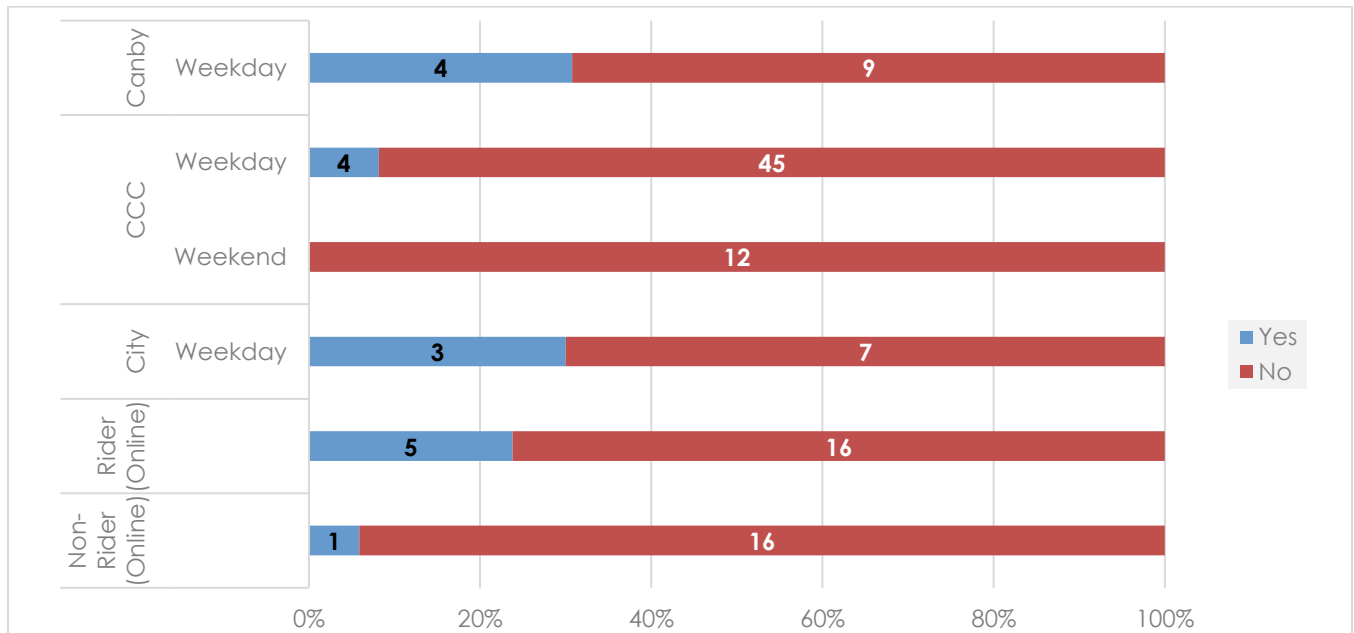


Figure 22 shows the number of respondents who have a disability affecting their mobility. As shown, the Molalla City and Canby routes have the highest proportions of respondents with a disability while CCC weekend and non-riders had the lowest.

Figure 22. Disability Affecting Mobility



ATTACHMENTS

- A. Onboard Survey
- B. Detailed Onboard Survey Responses
- C. Online Survey
- D. Detailed Online Survey Responses
- E. Detailed Survey Response Graphics

**ATTACHMENT A
ONBOARD SURVEY**



2019 SCTD Passenger Survey

Thank you for participating in SCTD's passenger survey! The information you provide will be used in planning bus system improvements and personally-identifiable information will be kept confidential. **Please be as accurate as possible,** let the survey administrator know if you need assistance, and return this to the administrator when finished. More information on this project is available at SCTDtransitplan.com.

Participants will receive two SCTD tickets and will be entered to a drawing for a \$50 Safeway or Fred Meyer gift card.

I would like to be entered for the drawing.

Email address: _____

Phone number: _____

I would like to receive service alerts from SCTD via email (email address will not be shared with any other parties)

I am interested in receiving service alerts via text.

THIS BUS

Where did you get on THIS bus?

- Ross St Transit Center
- Clackamas Community College
- Canby Transit Center
- Another bus stop (landmark or cross streets):

Did you transfer to THIS bus? If yes, from which route

- No 3X Canby CAT99X
- Molalla to Canby CCC Express Shuttle
- Molalla to CCC TriMet 32 Oatfield
- Molalla City TriMet 33 McLoughlin/King Road
- TriMet Lift TriMet 99 Macadam/McLoughlin
- Other: _____

Where will you get off THIS bus?

- Ross St Transit Center
- Clackamas Community College
- Canby Transit Center
- Another bus stop (landmark or cross streets):

Will you transfer to another bus? If yes, to which route

- No 3X Canby CAT99X
- Molalla to Canby CCC Express Shuttle
- Molalla to CCC TriMet 32 Oatfield
- Molalla City TriMet 33 McLoughlin/King Road
- TriMet Lift TriMet 99 Macadam/McLoughlin
- Other: _____

WHERE ARE YOU COMING FROM?

What city or location are you coming from?

Where are you coming from?

- Home Recreation/Social Social Services
- College Work or Work Related Shopping
- Middle/High School Healthcare Related
- Other: _____

How did you get to the first bus stop on your trip?

- Walked Biked
- Drove Alone Carpooled
- Uber/Lyft Wheelchair/Mobility Device
- Dropped Off
- Other: _____

WHAT'S YOUR DESTINATION?

What city or location are you going to?

What kind of place are you going to?

- Home Recreation/Social
- Social Services Work or Work Related
- College Shopping
- Middle/High School Healthcare Related
- Other: _____

How will you get from the bus stop to your destination?

- Walk Bike
- Drive alone Carpool
- Uber/Lyft Wheelchair/Mobility Device
- Picked up
- Other: _____

SERVICE QUALITY AND IMPROVEMENTS

Overall, how would you rate SCTD's service quality?

- Very Good Good Fair Poor Very Poor

What tools would make riding SCTD more convenient for you?

- Online/Mobile Trip Planning Tool (providing step-by-step instructions to get to your destination)
- Real-time Vehicle Arrival Information (on a computer or mobile device)
- Different Fare Payment Options (such as a smartphone app)
- More Park and Rides
- Other: _____

What barriers or challenges do you face in riding SCTD? What would help resolve these?

Please rank the following areas for service improvement, 1 being the highest priority and 7 being the lowest priority for you:

- _____ Increased Frequency (bus comes more often)
- _____ Extended Hours (bus starts earlier and runs later)
- _____ Service to More Destinations
- _____ Weekend Service
- _____ Customer Service
- _____ Bus and Facility Maintenance
- _____ Information & Technology

Please provide any details for your highest priorities below. For example, if you said "service to more destinations", what locations would you like to see new or more service?

What's the best way to share information with you about SCTD services, such as service disruptions?

- Website accessed via computer
- Website accessed via mobile device
- Call SCTD
- Email
- Text
- Facebook/Social Media

Other: _____

How well do you feel you understand SCTD's services, which are Molalla City Loop, Molalla to Canby, and Molalla to CCC? For example, where to find bus stops.

- Very Well
- Well
- Fair
- Poor
- Very Poor

What would help?

GENERAL INFORMATION

How often do you use transit?

- Several times per week
- Once per week
- Several times per month
- Once per month
- Several times per year
- Once per year or less

How long have you been riding SCTD?

- Less than 1 year
- 1-5 years
- Over 5 years
- Not Applicable

If bus service were not available, how would you make this trip?

- Walk
- Bike
- Drive alone
- Carpool
- Uber/Lyft
- Wheelchair/Mobility Device
- Picked up

Other: _____

How many working motor vehicles are available to your household?

- None
- 1
- 2
- 3 or more

What is your age?

- 15 and Under
- 25 - 44
- 16 - 18
- 45 - 64
- 19 - 24
- 65 - 79
- 80 or older

What is your gender identity?

- Female
 - Male
 - Prefer to self-describe:
- _____
- _____

What is your race or ethnicity?

- White or Caucasian
- Hispanic or Latino
- Black or African American
- Native Hawaiian or Pacific Islander
- Asian or Asian American
- American Indian or Alaska Native
- Prefer not to answer
- Another race
- Other: _____

Do you have a disability that affects your mobility?

- Yes
- No

Are you (fill in all that apply):

- Full-time worker
- Part-time worker
- Unemployed - Seeking Employment
- Unemployed - Not Seeking Employment
- Veteran
- College Student
- Retired
- Middle/High School Student

What was your individual income (before taxes) last year?

- Less than \$10,000
- \$50,000 - \$74,999
- \$10,000 - \$29,999
- \$75,000 or more
- \$30,000 - \$49,999
- Prefer not to answer

How did you receive a ticket for this trip?

- Paid Cash
 - Paid for SCTD Tickets
 - Fareless (Molalla City)
 - Provided by Social Program
 - Other: _____
- _____
- _____

ADDITIONAL FEEDBACK

Please list any ways in which our service could be improved.

Please return survey to any survey administrator

Thank you!



Encuesta de Pasajeros de SCTD 2019

Gracias por su participación en la encuesta de pasajeros de SCTD. La información que usted provee será usada para planificar mejoras en el sistema de autobuses y la información de identificación personal se mantendrá confidencial. **Por favor sea lo más preciso posible** y notifique al administrador de la encuesta si necesita ayuda. Devuelva la encuesta al administrador cuando haya terminado.

Participantes recibirán dos boletos de SCTD y serán ingresados en un sorteo por una tarjeta de regalo para Safeway o Fred Meyer.

Yo quisiera ser ingresado en el sorteo.

Correo Electrónico: _____

Número de Teléfono: _____

Yo quisiera recibir alertas de servicio de parte de SCTD por correo electrónico (correo electrónico no será compartido con otra parte)

Yo estoy interesado en recibir alertas de servicio por texto.

ESTE AUTOBUS

¿Dónde se subió en ESTE autobús?

- Centro de Transito Ross St
- Colegio Comunitario de Clackamas
- Centro de Transito de Canby
- Otra parada de autobús (punto de referencia oh cruce de calle):

¿Usted se transfirió a ESTE autobús? Si si, ¿de cuál ruta?

- No 3X Canby CAT99X
- de Molalla a Canby CCC Express Shuttle
- de Molalla a CCC TriMet 32 Oatfield
- Molalla City TriMet 33 McLoughlin/King Road
- TriMet Lift TriMet 99 Macadam/McLoughlin
- Otro: _____

¿Dónde se va a bajar de ESTE autobús?

- Centro de Transito Ross St
- Colegio Comunitario de Clackamas
- Centro de Transito de Canby
- Otra parada de autobús (punto de referencia oh cruce de calle):

¿Se va a transferir a otro autobús? Si si, ¿a cuál ruta?

- No 3X Canby CAT99X
- de Molalla a Canby CCC Express Shuttle
- de Molalla a CCC TriMet 32 Oatfield
- Molalla City TriMet 33 McLoughlin/King Road
- TriMet Lift TriMet 99 Macadam/McLoughlin
- Otro: _____

¿DE DONDE VIENE USTED?

¿De qué ciudad o locación viene usted?

¿De dónde viene usted?

- Casa Recreación/Social
- Servicios Sociales Trabajo o Relacionado con el trabajo
- Colegio De compras
- Escuela Primaria/Secundaria
- Relacionado con cuidado de salud
- Otro: _____

¿Como llego a la primera parada de su viaje?

- Caminando Bicicleta
- Maneje solo/sola Viaje compartido
- Uber/Lyft Silla de ruedas/ Dispositivo de movilidad
- Dejadados
- Otro: _____

¿CUAL ES SU DESTINO?

¿A qué ciudad o lugar va?

¿A qué tipo de lugar va?

- Casa Recreación/Social
- Servicios Sociales Trabajo o Relacionado con el trabajo
- Colegio De compras
- Escuela Primaria/Secundaria
- Relacionado con cuidado de salud
- Other: _____

¿Como va a llegar de la parada del autobús a su destino?

- Caminando Bicicleta
- Maneje solo/sola Viaje compartido
- Uber/Lyft Silla de ruedas/ Dispositivo de movilidad
- Dejadados
- Otro: _____

SERVICE QUALITY AND IMPROVEMENTS

En general, ¿cómo calificaría la calidad del servicio del SCTD?

- Muy bien Bien Justo Mal Muy Mal

¿Qué herramientas harían montar en el SCTD más conveniente para usted?

- Herramienta para planificar viajes en línea/Mobile (Dando instrucciones paso por paso para llegar a su destino)
- Información de llegada del vehículo en tiempo real (en la computadora o dispositivo móvil)
- Diferentes opciones para pagar la tarifa (Como una aplicación de teléfono inteligente)
- Mas lugares de aparcar y montar
- Otro: _____

¿Qué barreras o desafíos enfrenta en montar SCTD? ¿Qué ayudaría para resolver estos?

Por favor califique las siguientes áreas de servicio para mejorar, 1 es la más alta prioridad y 7 la más baja prioridad para usted:

- _____ Aumentar la frecuencia (autobús llega más frecuente)
- _____ Horas extendidas (autobús empieza más temprano y corre más tarde)
- _____ Servicio a más destinos
- _____ Servicio en el fin de semana
- _____ Servicio al cliente
- _____ Autobús y mantenimiento de instalaciones
- _____ Información y Tecnología

Por favor provea detalles de sus más altas prioridades abajo. Por ejemplo, si usted dijo "servicio a más destinos", ¿a qué destinos usted quiere ver nuevo o más servicio?:

¿Cuál es la mejor manera de compartir información sobre servicios del SCTD, como interrupción de servicio?

- Sitio web visitada por computadora
- Sitio web visitada por modo móvil
- Llamar SCTD
- Correo electrónico
- Texto
- Facebook/Medios de comunicación social
- Otro: _____

¿Que también siente que entiende los servicios de SCTD, que son Molalla City Loop, de Molalla a Canby, y de Molalla a CCC? Por ejemplo, como encontrar paradas de autobús.

- Muy bien
- Bien
- Justo
- Mal
- Muy Mal

¿Que ayudaría?

INFORMACION GENERAL

¿Qué tan seguido usa el servicio de tránsito??

- Varias veces por semana
- Una vez por semana
- Varias veces por mes
- Una vez por mes
- Varias veces por año
- Una vez por año o menos

¿Cuánto tiempo tiene montando SCTD?

- Menos de un año
- 1-5 años
- Mas de 5 años
- No Aplicable

¿Si el servicio de autobús no estuviera disponible, como haría este viaje?

- Caminando
- Bicicleta
- Maneje solo/sola
- Viaje compartido
- Uber/Lyft
- Silla de ruedas/ Dispositivo de movilidad
- Dejadros
- Otro _____

¿Cuántos vehículos motorizados que funcionan están disponibles para su hogar?

- Ninguno
- 1
- 2
- 3 o mas

¿Cuál es su edad?

- 15 o menos
- 25 - 44
- 16 - 18
- 45 - 64
- 19 - 24
- 65 - 79
- 80 o mas

¿Cuál es su identidad de género?

- Hembra
- Masculino
- Prefiero autodescribir me:

¿Cuál es su raza o etnicidad?

- Blanco o caucásico
- Hispano o latino
- Otra raza
- Negro o afroamericano
- Nativo de Hawái o las islas del Pacífico
- Prefiero no responder
- Asiático o asiático americano
- Indio americano o nativo de Alaska
- Otro: _____

¿Tienes alguna discapacidad que afecte tu movilidad?

- Si
- No

Eres tú (rellene todo lo que corresponda):

- Trabajador a tiempo completo
- Trabajador de medio tiempo
- Desempleados - Buscando Empleo
- Desempleados - No buscar empleo
- Estudiante universitario
- Estudiante de Primaria/Secundaria
- Veterano
- Retirado

¿Cuál fue su ingreso individual (antes de impuestos) el año pasado?

- Menos de \$10,000
- \$50,000 - \$74,999
- \$10,000 - \$29,999
- \$75,000 o mas
- \$30,000 - \$49,999
- Prefiero no responder

¿Cómo recibiste un boleto para este viaje?

- Pago en efectivo
- Pagado por Entradas SCTD
- Sin Paga (Molalla City)
- Proporcionado por el programa social
- Other: _____

REALIMENTACION ADICIONAL

Por favor, enumere las formas en que nuestro servicio podría ser mejorado.

Por favor regrese esta encuesta al conductor.
¡Gracias!

**ATTACHMENT B
DETAILED ONBOARD SURVEY RESPONSES**

**ATTACHMENT C
ONLINE SURVEY**



Introduction

Thank you for participating in SCTD's survey. The information you provide will be used in planning bus system improvements and personally-identifiable information will be kept strictly confidential. Participants that complete the survey will be entered into a drawing for a \$50 Safeway or Fred Meyer gift card.

1. Have you ridden SCTD services (Molalla City Loop, Molalla to Canby, Molalla to CCC)? If yes, how often?

- No
- Several times per week
- Once per week
- Several times per month
- Once per month
- Several times per year
- Once per year or less



SCTD Services

2. Before this survey, which SCTD services were you aware of?

- Molalla City
- Molalla to Canby
- Molalla to CCC
- None

3. What impact do you think SCTD bus service has on the community?

- Very positive
- Positive
- Neutral
- Negative

4. What would encourage you to try the service?

5. What one improvement does SCTD transit service need the most?



Existing Rider Characteristics

6. Did you fill out the SCTD on-board survey on either March 13th or March 16th?

- Yes
- No

7. How long have you ridden SCTD?

- Less than 1 year
- 1-5 years
- More than 5 years

8. What SCTD bus(es) do you frequently ride?

- Molalla City Loop
- Molalla to Canby
- Molalla to CCC

9. What stops or locations do you frequently start and end trips at?

	Beginning of Trip	End of Trip
Ross Street Transit Center	<input type="checkbox"/>	<input type="checkbox"/>
Clackamas Community College	<input type="checkbox"/>	<input type="checkbox"/>
Canby Transit Center	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify beginning and end of trip)

10. How do you usually get to and from bus stops?

	Beginning of Trip	End of Trip
Walk	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair/Mobility Device	<input type="checkbox"/>	<input type="checkbox"/>
Drive Alone	<input type="checkbox"/>	<input type="checkbox"/>
Carpool	<input type="checkbox"/>	<input type="checkbox"/>
Get Dropped Off	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

11. What types of places do you use bus service to get to?

- Home
- Work or Work Related
- College
- Middle/High School
- Healthcare Related
- Recreation/Social
- Shopping
- Social Services
- Other (please specify)

12. Do you usually transfer buses? If yes, to/from which routes?

- No
- Molalla City
- Molalla to Canby
- Molalla to CCC
- 3X Canby
- CAT99X
- CCC Express Shuttle
- TriMet 32 Oatfield
- TriMet 33 McCloughlin/King Road
- TriMet 99 Macadam/McLoughlin
- TriMet Lift
- Other (please specify)

13. If bus service were not available, how would you make your typical trip?

- Walk
- Bike
- Wheelchair/Mobility Device
- Drive Alone
- Carpool
- Get Dropped Off/Picked Up
- Uber/Lyft
- Would not make trip
- Other (please specify)

14. How do you typically receive a ticket for bus trips?

- Pay Cash
- Pre-paid for SCTD Tickets
- Fareless (Molalla City)
- Provided by Social Program
- Other (please specify)

15. Overall, how would you rate SCTD's service quality?

- Very Good
- Good
- Fair
- Poor



SCTD Service Opportunities

16. If you haven't been able to make a trip because of a lack of transportation, why not? Check all that apply.

- No working motor vehicle
- No license
- Can't rely on a ride from friends/family
- Can't afford Uber, Lyft, taxi, or transit
- SCTD doesn't go where I need it to go
- SCTD doesn't run when I need to travel
- I have a disability that makes traveling difficult
- I have a health issue that makes traveling difficult
- Other (please specify)

17. What barriers or challenges do you face in riding SCTD? What would help resolve these?

18. How well do you feel you understand SCTD's bus services? For example, where to find bus stops.

- Very Well
- Well
- Fair
- Poor
- Other (please specify)

19. What tools would make riding SCTD more convenient for you?

- Online/Mobile Trip Planning Tool (providing step-by-step instructions to get to your destination)
- Real-time Bus Arrival Information (on a computer or mobile device) that shows when the bus is arriving
- Different Fare Payment Options (such as a phone app)
- More Park and Rides
- Other (please specify)

20. Please rank the following areas for service improvements, 1 being the highest priority and 6 being the lowest priority for you:

<input type="checkbox"/>	<input type="text"/>	Increase Frequency (bus comes more often)
<input type="checkbox"/>	<input type="text"/>	Extended Hours (bus starts earlier and runs later)
<input type="checkbox"/>	<input type="text"/>	Service to More Destinations
<input type="checkbox"/>	<input type="text"/>	Weekend Service
<input type="checkbox"/>	<input type="text"/>	Customer Service
<input type="checkbox"/>	<input type="text"/>	Information and Technology

21. Please provide any details for your highest priorities below. For example, if you said "service to more destinations", what locations would you like to see new or more service?

22. What's the best way to share information with you about SCTD services, such as service disruptions?

- Website accessed via computer
- Website accessed via mobile device
- Call SCTD
- Email
- Text
- Social Media
- Other (please specify)

23. Please list any ways in which our service could be improved or other comments you have.



General Information

24. Your Commute

Home City/Location

**Work or School
City/Location**

25. What is your age?

- 15 and Under
- 16-18
- 19-24
- 25-44
- 45-64
- 65-79
- 80+

26. What is your race or ethnicity?

- White or Caucasian
- Hispanic or Latino
- Black or African American
- Native Hawaiian or other Pacific Islander
- Asian or Asian American
- American Indian or Alaska Native
- Another race
- Prefer not to Answer
- Other (please specify)

27. Do you have a disability that affects your mobility?

- Yes
- No

28. Are you (fill in all that apply)

- Full-time Worker
- Part-time Worker
- Unemployed - Seeking Employment
- Unemployed - Not Seeking Employment
- Veteran
- Retired
- College Student
- Middle/High School Student

29. What was your individual income (before taxes) last year?

- Less than \$10,000
- Between \$10,000 and \$29,999
- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999
- \$75,000 or more
- Prefer not to answer



Wrap-Up

30. Stay Connected

- I would like to receive service alerts from SCTD via email (email address will not be shared with any other parties)
- I am interested in receiving service alerts via text.

31. Contact Information

Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>



Transit Development & Master Plan

Thank You!

Thank you for participating, we welcome additional input on our [project map](#) for bus stop, bus route, or other improvements! More information about this project is available at our website: <http://sctdtransitplan.com/>

Introduction

Gracias por su participación en la encuesta de pasajeros de SCTD. La información que usted provee será usada para planificar mejoras en el sistema de autobuses y la información de identificación personal se mantendrá confidencial. Participantes que completen la encuesta serán ingresados en un sorteo por una tarjeta de regalo para Safeway o Fred Meyer de \$50.

1. ¿Ha montado los servicios de SCTD (Molalla City Loop, Molalla a Canby, Molalla a CCC)? Si si, ¿que tan seguido?

- No
- Varias veces por semana
- Una vez por semana
- Varias veces por mes
- Una vez por mes
- Varias veces por año
- Una vez por año o menos

SCTD Services

2. Antes de esta encuesta, ¿qué servicios del SCTD conocía?

- Molalla City
- Molalla to Canby
- Molalla to CCC
- Ninguno

3. ¿Qué impacto piensa que el servicio de autobús SCTD tiene en la comunidad?

- Muy positivo
- Positivo
- Neutral
- Negativo

4. ¿Qué te animaría a probar el servicio?

5. ¿Qué mejora necesita más el servicio de tránsito de SCTD?

Existing Rider Characteristics

6. ¿Completó la encuesta a bordo de SCTD el 13 de marzo o el 16 de marzo?

Sí

No

7. ¿Cuánto tiempo has montado SCTD?

Menos de un año

1-5 años

Más de 5 años

8. ¿En qué autobús (es) SCTD viajas frecuentemente?

Molalla City Loop

Molalla a Canby

Molalla a CCC

9. ¿En qué paradas o ubicaciones frecuentemente inicia y termina los viajes?

	Inicio de viaje	Fin del viaje
Centro de Transito Ross St	<input type="checkbox"/>	<input type="checkbox"/>
Colegio Comunitario de Clackamas	<input type="checkbox"/>	<input type="checkbox"/>
Centro de Transito de Canby	<input type="checkbox"/>	<input type="checkbox"/>

Otro (por favor especifique el inicio y el final del viaje)

10. ¿Cómo suele llegar y salir de las paradas de autobús?

	Inicio de viaje	Fin del viaje
Caminando	<input type="checkbox"/>	<input type="checkbox"/>
Bicicleta	<input type="checkbox"/>	<input type="checkbox"/>
Silla de ruedas/ Dispositivo de movilidad	<input type="checkbox"/>	<input type="checkbox"/>
Maneje solo/sola	<input type="checkbox"/>	<input type="checkbox"/>
Viaje compartido	<input type="checkbox"/>	<input type="checkbox"/>
Dejados	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

Otro (Por favor especifica)

11. ¿A qué tipo de lugares usas el servicio de autobús para llegar?

- Casa
- Trabajo o Relacionado con el trabajo
- Colegio
- Escuela Primaria/Secundaria
- Relacionado con cuidado de salud
- Recreación/Social
- De compras
- Servicios Sociales
- Otro (Por favor especifica)

12. ¿Suele transferir autobuses? Si si, ¿a qué rutas?

- No
- Molalla City
- Molalla a Canby
- Molalla a CCC
- 3X Canby
- CAT99X
- CCC Express Shuttle
- TriMet 32 Oatfield
- TriMet 33 McCloughlin/King Road
- TriMet 99 Macadam/McLoughlin
- TriMet Lift
- Otro (Por favor especifica)

13. ¿Si el servicio de autobús no estuviera disponible, cómo haría este viaje?

- Caminando
- Bicicleta
- Silla de ruedas/ Dispositivo de movilidad
- Maneje solo/sola
- Viaje compartido
- Dejado o recogido
- Uber/Lyft
- No haría el viaje
- Otro (Por favor especifica)

14. ¿Cómo suele recibir un boleto para los viajes en autobús?

- Pagar en efectivo
- Boleto Prepago para SCTD
- Sin Paga (Molalla City)
- Proporcionado por el programa social
- Otro (Por favor especifica)

15. En general, ¿cómo calificaría la calidad del servicio de SCTD?

- Muy bien
- Bien
- Justo
- Mal

SCTD Service Opportunities

16. Si no ha podido hacer un viaje debido a la falta de transporte, ¿por qué no? Marque todo lo que corresponda.

- No funciona ningún vehículo motorizado
- Sin licencia
- No puedo confiar en un viaje de amigos / familiares
- No puedo pagar Uber, Lyft, taxi o tránsito
- SCTD no va a donde lo necesito para ir
- SCTD no corre cuando necesito viajar
- Tengo una discapacidad que me dificulta viajar
- Tengo un problema de salud que dificulta los viajes
- Otro (Por favor especifica)

17. ¿Qué barreras o desafíos enfrentas al montar SCTD? ¿Qué ayudaría a resolver estos?

18. ¿Qué tan bien crees que entiendes los servicios de autobús de SCTD? Por ejemplo, dónde encontrar paradas de autobús.

- Muy bien
- Bien
- Justo
- Mal
- Otro (Por favor especifica)

19. ¿Qué herramientas harían montar en el SCTD más conveniente para usted?

- Herramienta para planificar viajes en línea/Mobile (Dando instrucciones paso por paso para llegar a su destino)
- Información de llegada del vehículo en tiempo real (en la computadora o dispositivo móvil)
- Diferentes opciones para pagar la tarifa (Como una aplicación de teléfono inteligente)
- Más lugares de aparcar y montar
- Otro (Por favor especifica)

20. Clasifique las siguientes áreas para mejoras de servicio, 1 es la prioridad más alta y 6 la prioridad más baja para usted:

<input type="text"/>	Aumentar la frecuencia (autobús llega más frecuente)
<input type="text"/>	Horas extendidas (autobús empieza más temprano y corre más tarde)
<input type="text"/>	Servicio a más destinos
<input type="text"/>	Servicio en el fin de semana
<input type="text"/>	Servicio al cliente
<input type="text"/>	Información y Tecnología

21. Por favor provea detalles de sus más altas prioridades abajo. Por ejemplo, si usted dijo "servicio a más destinos", ¿a qué destinos usted quiere ver nuevo o más servicio?:

22. ¿Cuál es la mejor manera de compartir información sobre servicios del SCTD, como interrupción de servicio?

- Sitio web visitada por computadora
- Sitio web visitada por modo móvil
- Llamar SCTD
- Correo electrónico
- Texto
- Facebook/Medios de comunicación social
- Otro (Por favor especifica)

23. Por favor, enumere las formas en que nuestro servicio podría ser mejorado u otros comentarios que tengas.

General Information

24. Su viaje

Inicio Ciudad / Ubicación

Trabajo o escuela
Ciudad / Ubicación

25. ¿Cuál es su edad?

- 15 o menos
- 16-18
- 19-24
- 25-44
- 45-64
- 65-79
- 80 o mas

26. ¿Cuál es su raza o etnicidad?

- Blanco o caucásico
- Hispano o latino
- Negro o afroamericano
- Nativo de Hawái o las islas del Pacífico
- Asiático o asiático americano
- Indio americano o nativo de Alaska
- Otra raza
- Prefiero no responder
- Otro (Por favor especifica)

27. ¿Tienes alguna discapacidad que afecte tu movilidad?

- Si
- No

28. Are you (fill in all that apply)

- Trabajador a tiempo completo
- Trabajador de medio tiempo
- Desempleados - Buscando Empleo
- Desempleados - No buscar empleo
- Veterano
- Retirado
- Estudiante universitario
- Estudiante de Primaria/Secundaria

29. ¿Cuál fue su ingreso individual (antes de impuestos) el año pasado?

- Menos de \$10,000
- Entre \$10,000 and \$29,999
- Entre \$30,000 and \$49,999
- Entre \$50,000 and \$74,999
- \$75,000 o mas
- Prefiero no responder

Wrap-Up

30. Mantente conectado

- Yo quisiera recibir alertas de servicio departe de SCTD por correo electrónico (correo electrónico no será compartido con otra parte)
- Yo estoy interesado en recibir alertas de servicio por texto.

31. Información de contacto

Nombre

Correo Electrónico

Número de Teléfono

Thank You!

¡Gracias por participar, damos la bienvenida a comentarios adicionales en nuestro proyecto de mapa para paradas de autobuses, rutas de autobuses o otras mejoras! Más información sobre este proyecto está disponible en nuestro sitio web: <http://sctdtransitplan.com/>

ATTACHMENT D
DETAILED ONLINE SURVEY RESPONSES

ATTACHMENT E
DETAILED SURVEY RESPONSE GRAPHICS

Figure E-1. Boarding and Alighting Stops - Onboard Survey

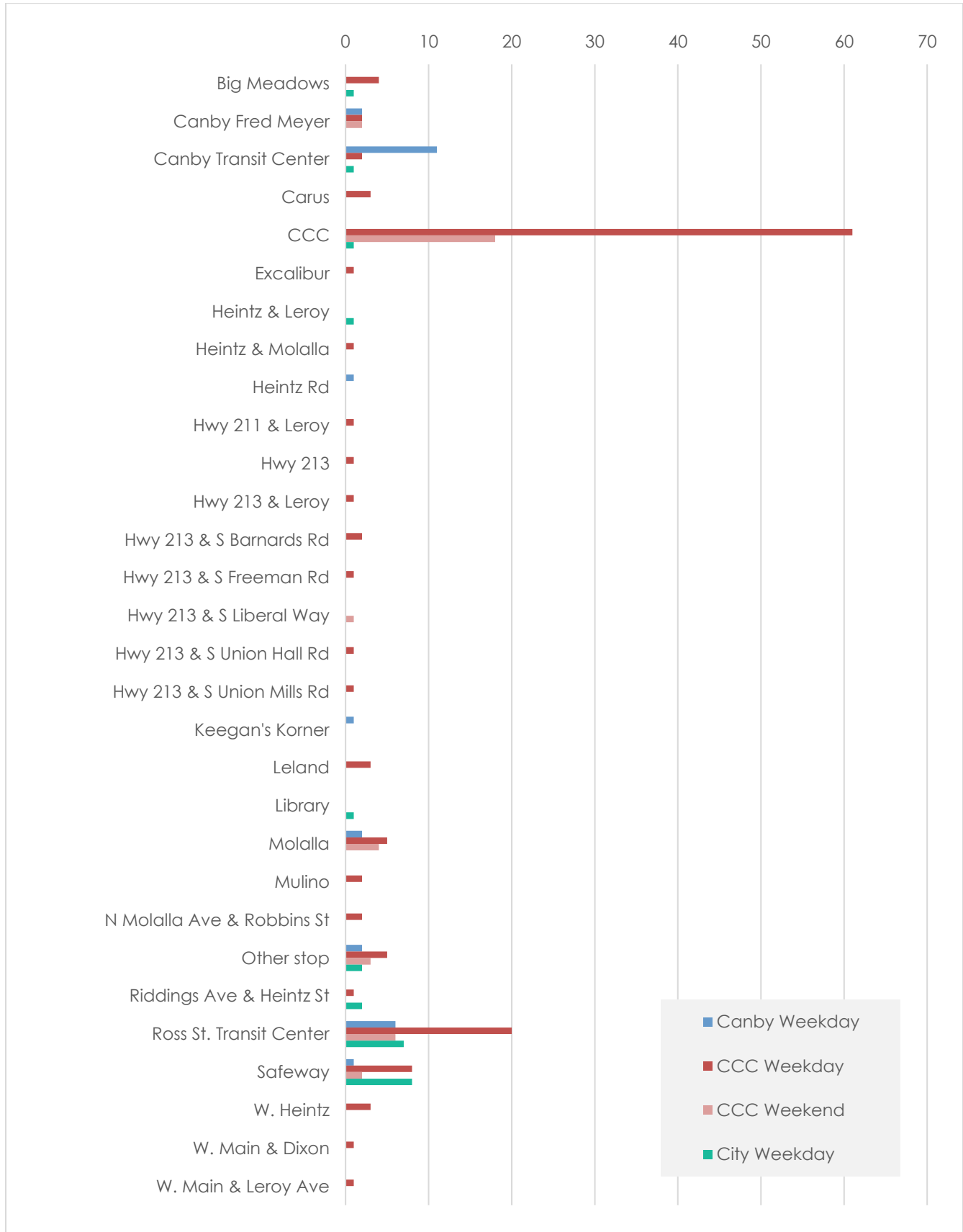


Figure E-2. Boarding and Alighting Stops without CCC, Canby Transit Center, Ross St Transit Center – Onboard Survey

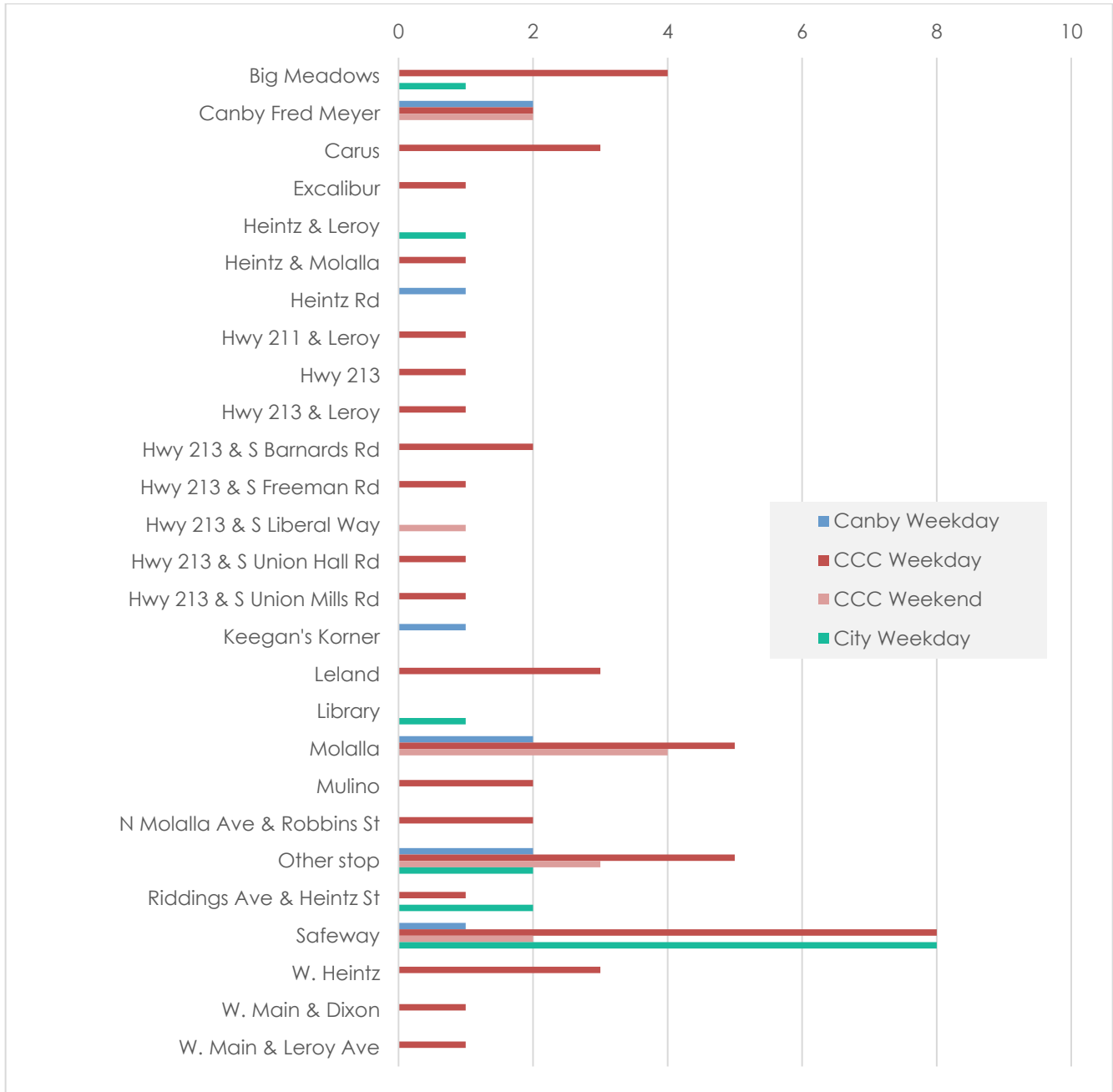


Figure E-3. Most Common Boarding and Alighting Stops - Online Survey

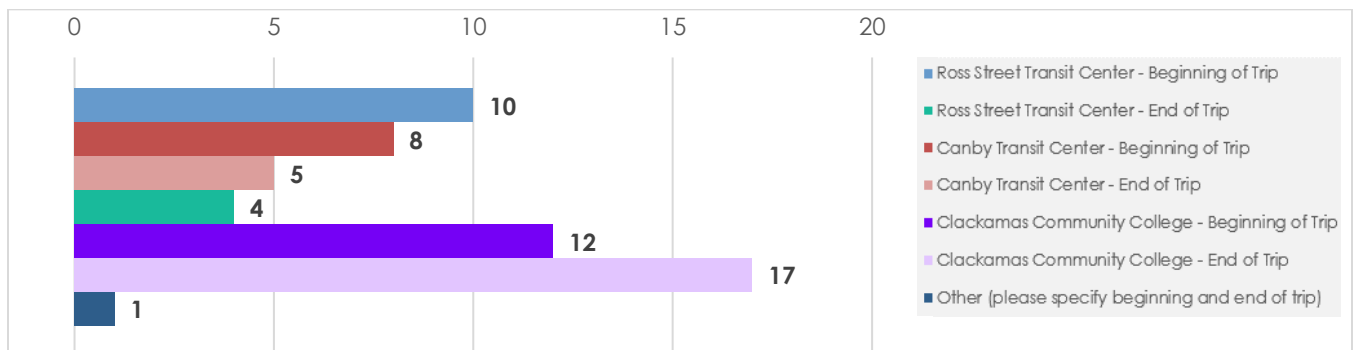


Figure E-4. Onboard Survey Service Improvement Priorities

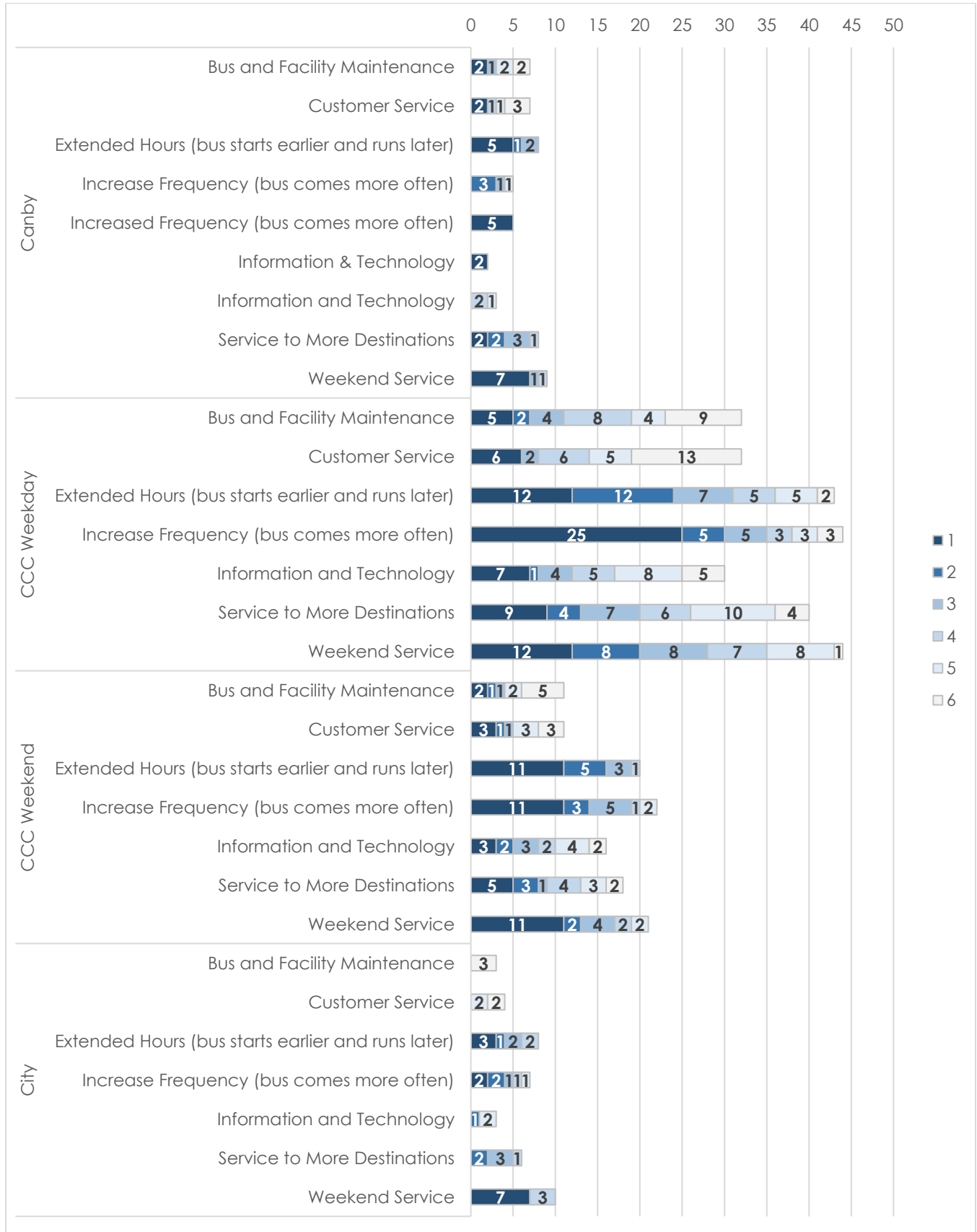
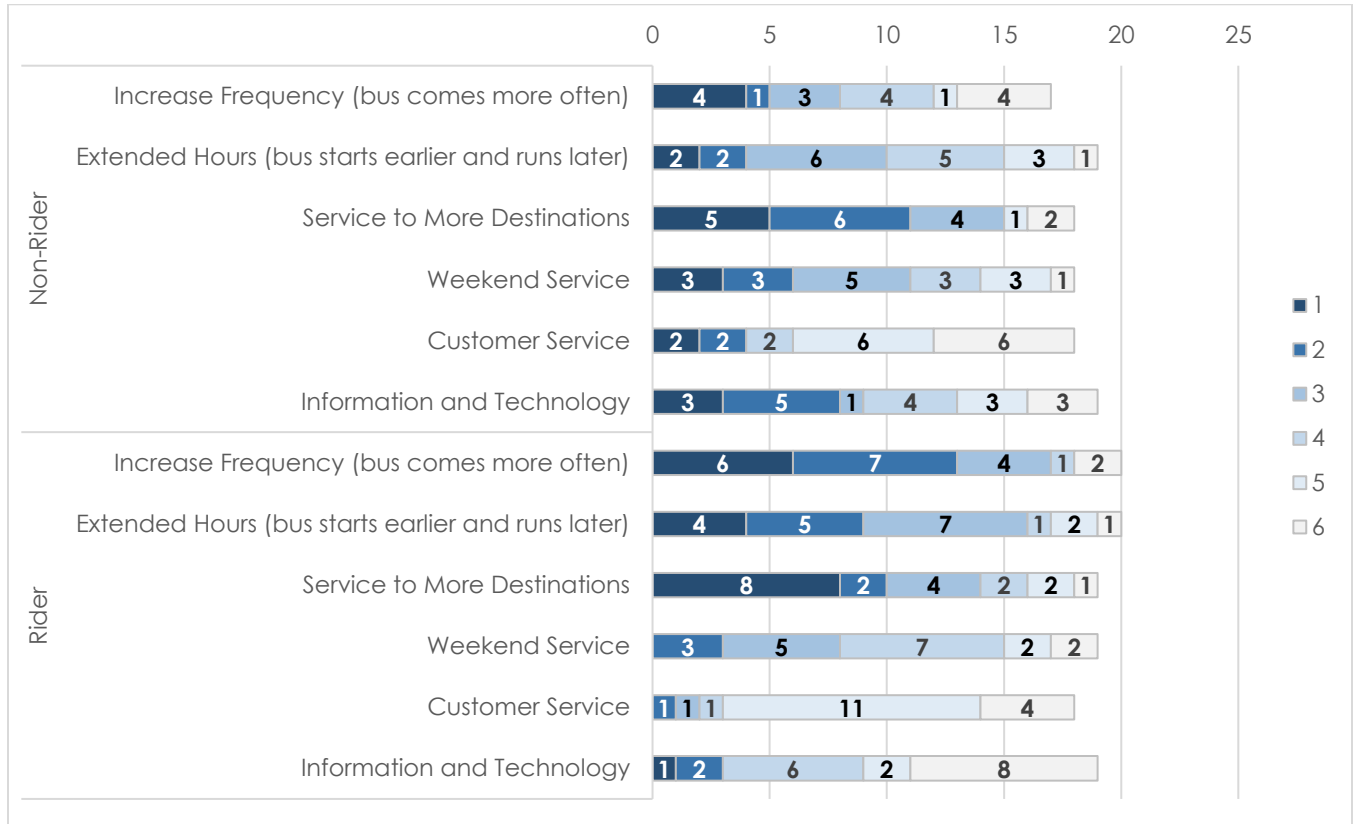


Figure E-5. Online Survey Service Improvement Priorities



**APPENDIX B OUTREACH EVENTS
SUMMARY**

OUTREACH EVENT SUMMARY

Date:	May 9, 2019	Project #: 23254.0
To:	Tom Strader and Shirley Lyons, SCTD Carol Landsman, Landsman Transportation Planning, LLC Seth Brumley and Hector Rodriguez-Ruiz, Oregon Department of Transportation	
From:	Susan Wright, Krista Purser, and Rachel Grosso, Kittelson & Associates, Inc.	
Project:	SCTD Transit Development and Master Plan Update	
Subject:	Outreach Event Summary (Subtask 2.6)	

OUTREACH EVENTS

The following provides a summary of outreach events conducted for SCTD's Transit Development and Master Plan (TDMP). The outreach events consisted of two events on March 28th, 2019, at the Molalla Public Library and Molalla Adult Center, and one event on April 5th, 2019 at Clackamas Community College (CCC). The outreach events reached 6 participants at the Molalla Public Library and Molalla Adult Center and 18 at CCC. *The materials presented at the outreach events are included in Attachment A.*

Participants at the Molalla Public Library and Molalla Adult Center elected to provide verbal feedback to the project team. Comments included:

- » Provide earlier service to Canby (6 AM), whether that be through earlier hours on the current service, vanpools, or rideshare coordination.
- » Provide Sunday service and later service to CCC.
- » Coordinate with Canby services and find opportunities for consolidation.
- » Express shuttles to Canby.
 - ◆ This response indicated the participant was not aware of the existing service.
- » Bus service to Woodburn.
- » Enhanced bus stop signage.
- » Remove the one grocery bag limit. Two participants noted this.
 - ◆ The project team spoke with a driver in attendance and discussed the concern of items rolling under the gas and brake pedals. Providing baskets or allowing items to be stored in the ADA lift area when not in use are potential solutions.

Participants at the CCC event provided feedback on a short questionnaire. The questionnaire responses are included in Attachment B. Figure 1 through Figure 4 summarize the responses. As shown, only eight (44%) respondents were aware of SCTD. Of the five Molalla and Mulino residents that could ride SCTD services to get to CCC, one resident was not aware of SCTD.

Figure 1. Which providers were you aware of?

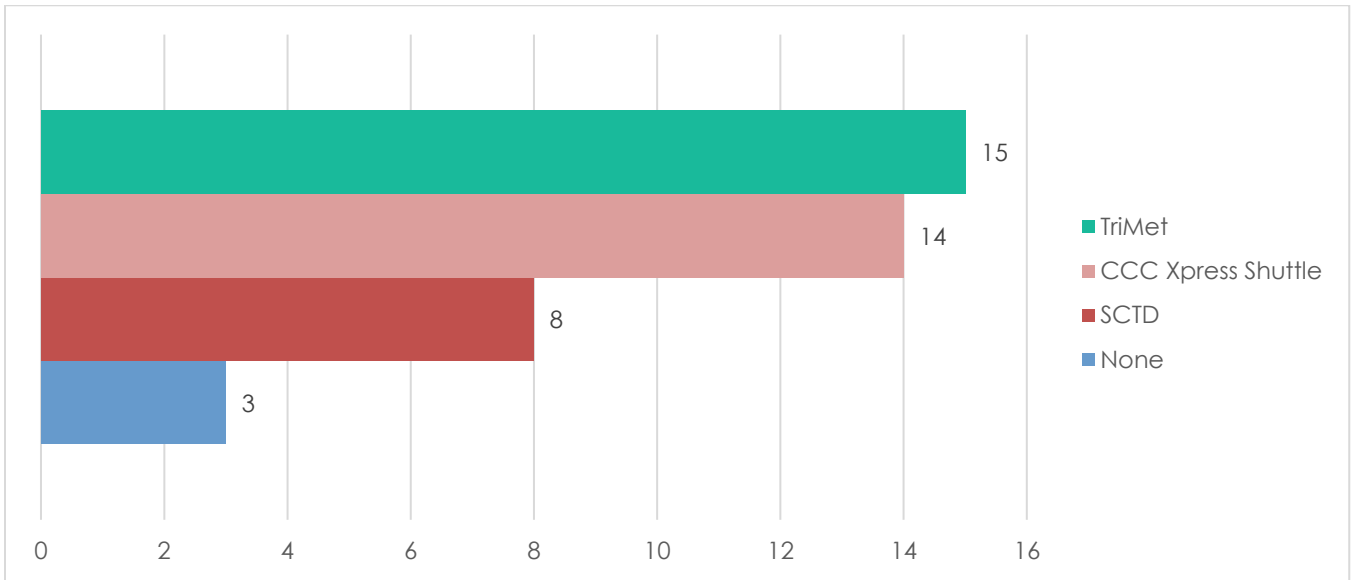


Figure 2. Which services do you ride?

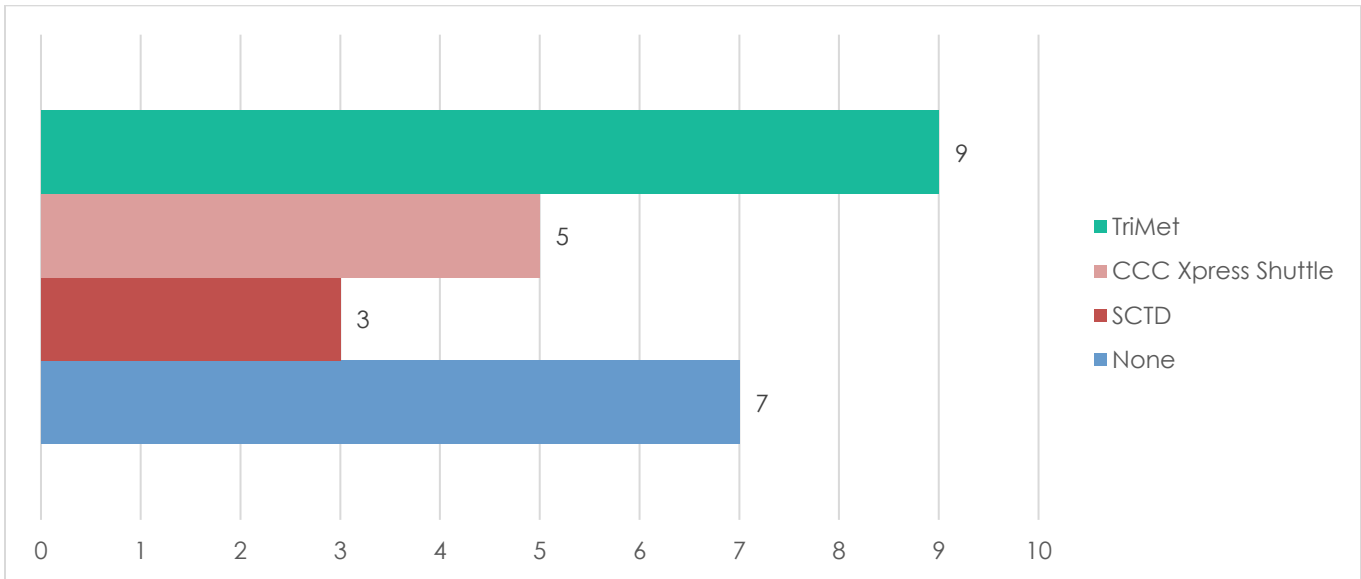


Figure 3. Any suggestions for improvement?

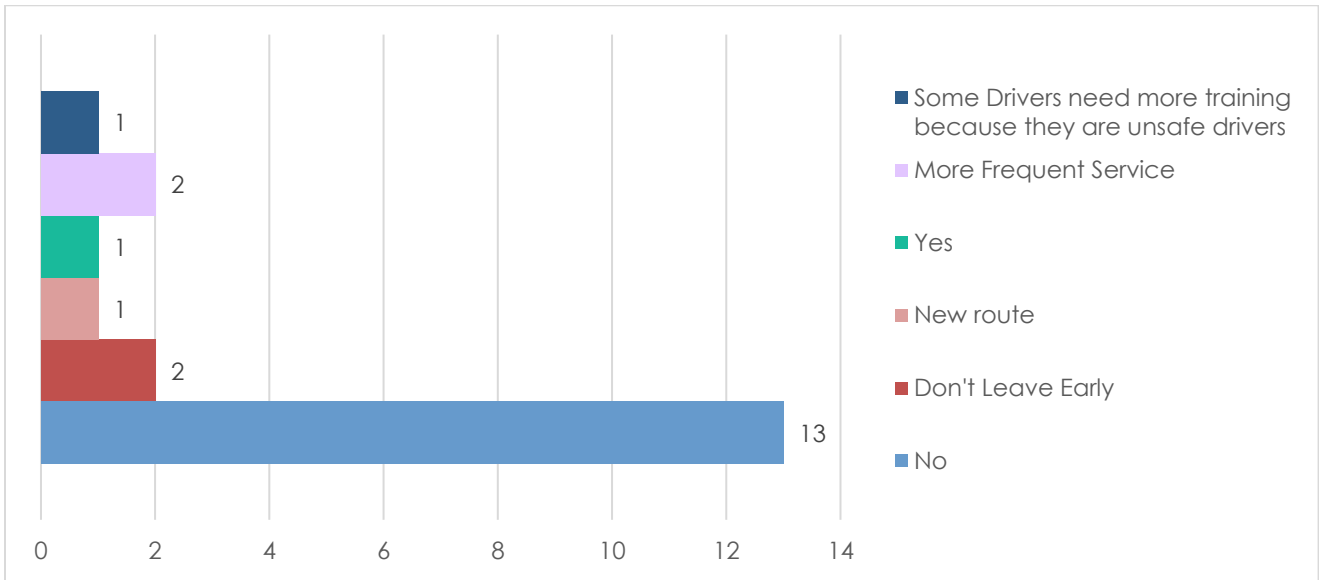
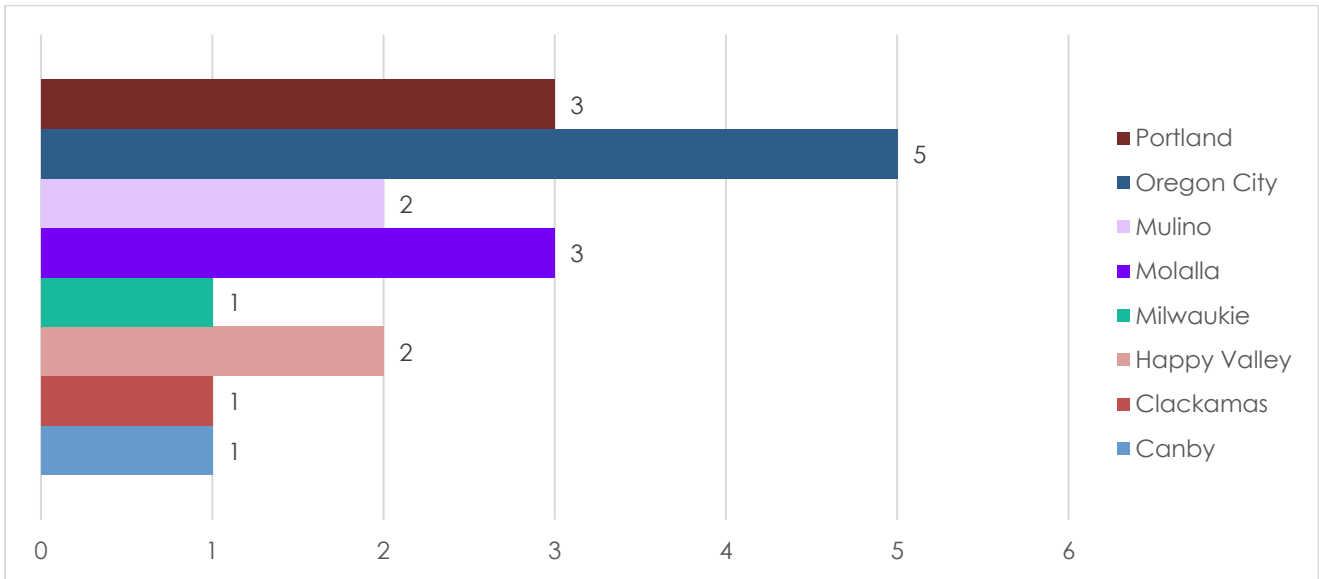


Figure 4. What's your home location?



**ATTACHMENT A
OUTREACH EVENT MATERIALS**

Welcome!



What's happening?

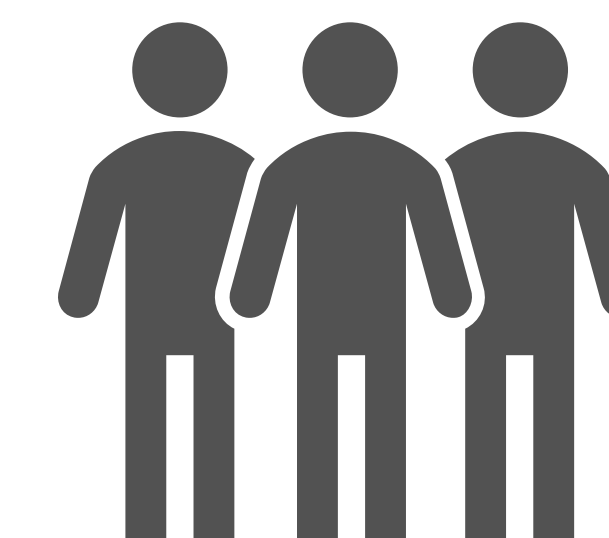
South Clackamas Transportation District (SCTD) is currently in the process of updating the Transit Development and Master Plan (TDMP), which is a plan to provide strategic guidance to SCTD. This includes short, mid, and long-term guidance on providing:



Bus Routes and Services

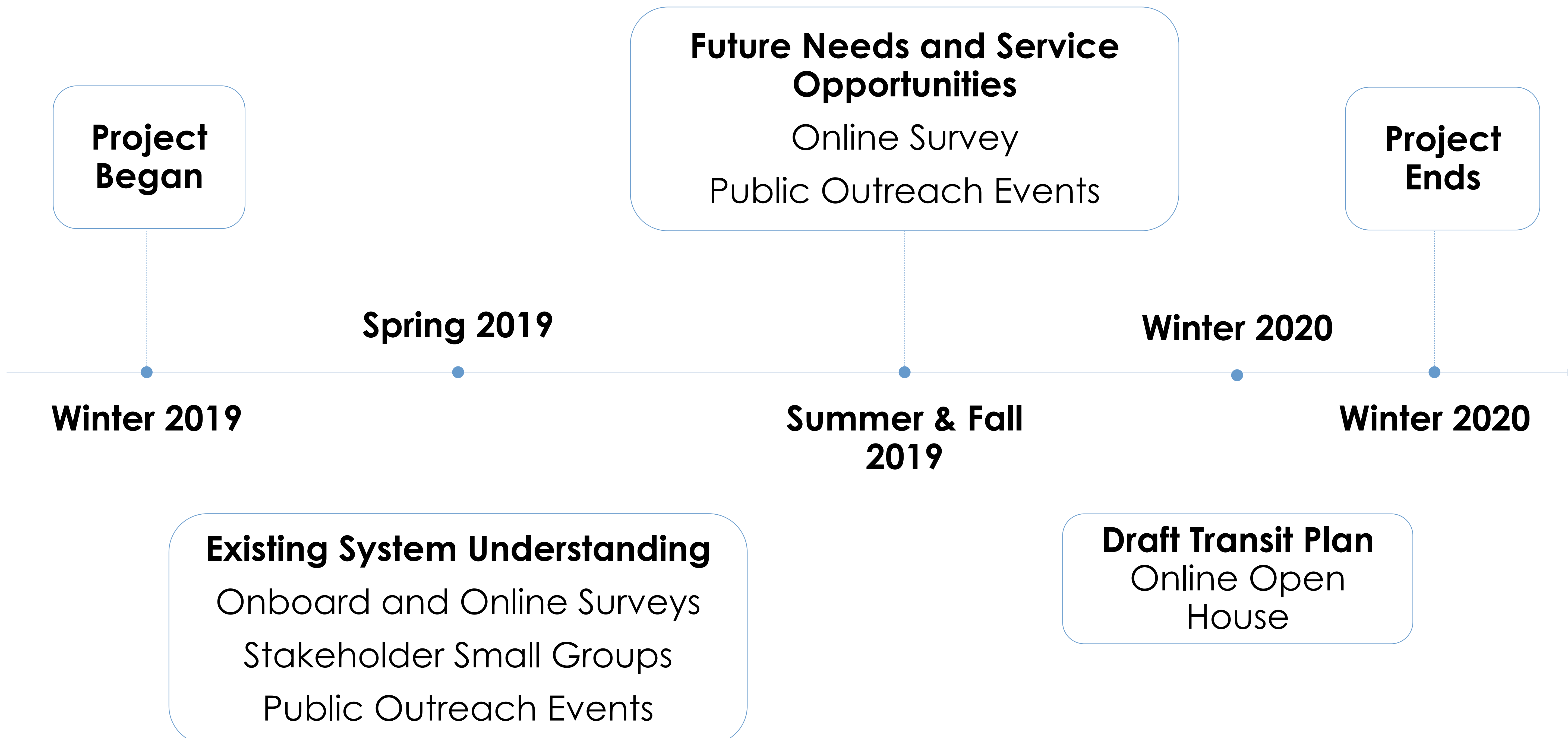


Bus Stops and Facilities



Coordination with adjacent providers like Canby and TriMet

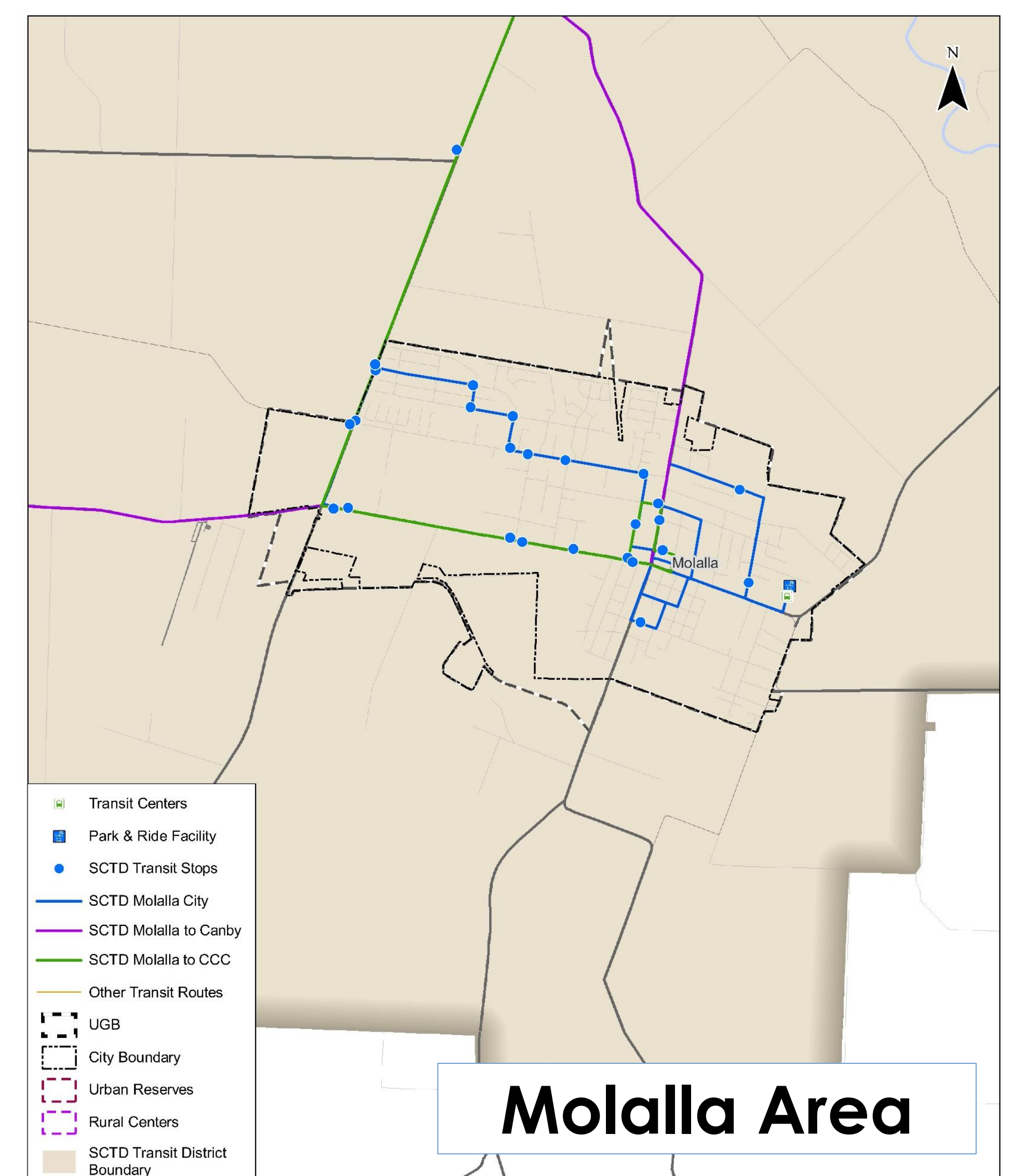
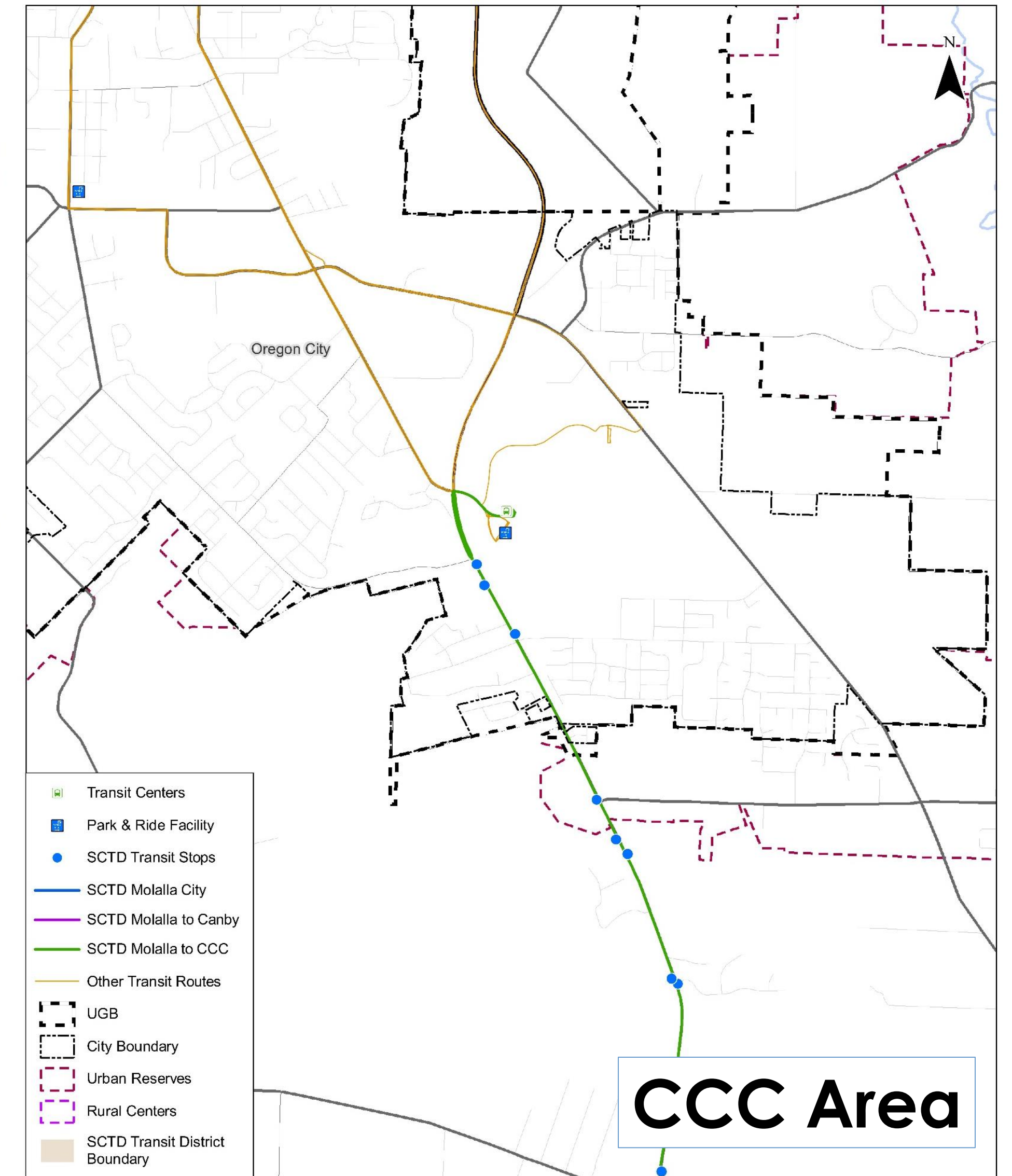
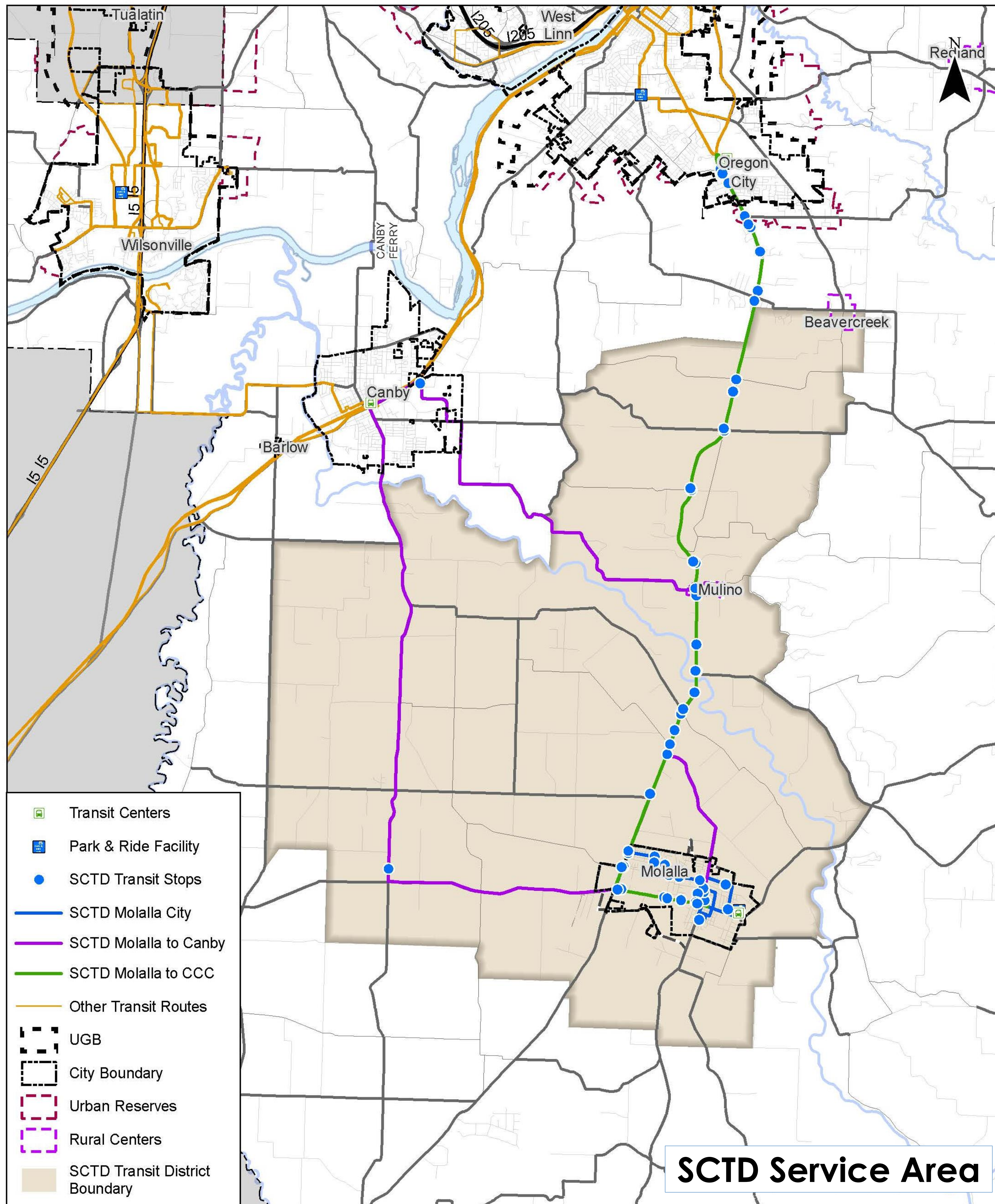
In addition, the TDMP will provide guidance to the City of Molalla for their efforts to improve transit access for low-income populations, increase transit use, and reduce greenhouse gas emissions.



Stay Involved!

Go to [SCTDtransitplan.com](https://www.sctdtransitplan.com) for more opportunities.

Where do you want transit improvements?



Overall Comments

How can we improve transit for you?



Please use three (3) dot stickers to vote for the bus service improvements that are of highest priority to you

**Additional
Comments**

Increase Frequency

Enhance existing service by providing more frequent service.

Extended Hours

Extend existing service to earlier mornings and later evenings.

Weekend Service

Enhance existing service by providing Saturday and/or Sunday service.

New Service

Add or modify routes to serve different locations or add new types of service, such as commuter or shopping/grocery shuttles.

Service to Underserved Populations

Enhance outreach, programs, or service to populations like people with disabilities and low-income populations.

Shelter & Bus Stop Amenities

Provide enhanced signage at stops or other amenities to increase comfort when waiting.

Technology

Provide real-time bus arrival information and online/mobile trip planning tools

Different Fare Payment Options

Expand fare payment options, such as monthly passes or payment via a smartphone app

APPENDIX C DRIVER SURVEY SUMMARY

DRIVER SURVEY SUMMARY

Date:	May 9, 2019	Project #: 23254.0
To:	Tom Strader and Shirley Lyons, SCTD Carol Landsman, Landsman Transportation Planning, LLC Seth Brumley and Hector Rodriguez-Ruiz, Oregon Department of Transportation	
From:	Susan Wright, Krista Purser, and Rachel Grosso, Kittelson & Associates, Inc.	
Project:	SCTD Transit Development and Master Plan Update	
Subject:	Driver Survey Summary (Subtask 2.3)	

DRIVER SURVEY SUMMARY

The following provides a summary of the driver survey conducted for SCTD's Transit Development and Master Plan (TDMP). The driver survey consisted of questions exploring SCTD's service quality, challenges for drivers and ideas for solutions, and priorities for service improvements. *The driver survey is included in Attachment A.*

Key findings included:

- » Employees' length of service ranged from three months to nine years, with an average duration of 2.6 years.
- » On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, 5 employees ranked SCTD's service as 5, 1 ranked service at 3.5, and 1 did not respond.
- » Two drivers reported the one-bag rule as a challenge. One driver reported issues with properly loading wheelchair-bound individuals onto the bus. One driver on the Canby route reported difficulty turning out of the Canby Fred Meyer parking lot.
- » Improving buses and bus stops ranked as a high priority among the drivers, with detailed follow-up including potholes needing gravel/paving at some stops, especially Highway 213 at Excalibur in Carus. Improving information and technology also ranked high, with medium prioritization of providing service to additional destinations and increasing headways. Providing weekend service ranked as a low priority.
- » Two drivers recommended posting consistent signage explaining SCTD rules and procedures to both improve behavior and describe the fare policies. One driver expressed that riders desire service to Woodburn. One driver recommended that Saturday's timetable be adjusted to include "more break time later in the day."

**ATTACHMENT A
DRIVER SURVEY**

South Clackamas Transportation District Transit Development and Master Plan Update Driver Survey

Thank you for taking this short survey. Your feedback is important to improving SCTD's services and will ultimately be used in the development of the SCTD Transit Development and Master Plan Update. Your responses will be kept completely anonymous and will be mailed directly to the Project consultant. Please use the back side of this page if you need more space.

1. How many years have you been an employee of SCTD? _____ years
2. Which routes and on which days do you usually drive?
 Molalla City Days: _____
 Molalla to Canby Days: _____
 Molalla to CCC Days: _____
3. What is your overall impression of the SCTD transit service (scale of 1 to 5, with 5 being outstanding)? In your opinion, what could SCTD do to improve service?
4. What challenges do you face as a driver? What would help resolve those challenges?
5. Which of the following areas do you think the District should focus on to improve transit service for riders? Please rank from 1 to 6, with 1 being the highest priority.

_____ Increase Bus Frequency	_____ Extended Hours
_____ Service to More Destinations	_____ Weekend Service
_____ Improve the Bus/Bus Stop Facilities	_____ Information and Technology (mobile ticketing, real-time bus arrival)
6. Do you have any recommendations related to vehicles, transit centers, bus stop amenities, route schedules, service locations, or service policies that would help improve the service?
7. Do you have any other suggestions?

**APPENDIX D SCTD BOARD OF DIRECTS
WORK SESSION SUMMARY**

SCTD BOARD WORK SESSION SUMMARY

Date:	May 9, 2019	Project #: 23254.0
To:	Tom Strader and Shirley Lyons, SCTD Carol Landsman, Landsman Transportation Planning, LLC Seth Brumley and Hector Rodriguez-Ruiz, Oregon Department of Transportation	
From:	Susan Wright, Krista Purser, and Rachel Grosso, Kittelson & Associates, Inc.	
Project:	SCTD Transit Development and Master Plan Update	
Subject:	SCTD Board of Directors Work Session Summary (Subtask 2.5)	

OUTREACH EVENTS

The following provides a summary of the SCTD Board of Directors Work Session conducted for SCTD's Transit Development and Master Plan (TDMP). The work session occurred on April 25th, 2019, at the Arrowhead Golf Course. *The materials presented at the work session are included in Attachment A.*

The Board provided the following input on potential Stakeholder Small Groups:

- » Clinics – They can spread information about transit to patients who have canceled medical appointments due to lack of transportation. Put flyers in these offices.
- » Hospitals (Silverton, Oregon City) – Similarly, can share resources with patients. Put flyers in these offices.

The Board provided the following input on what they'd like the plan to include:

- » Special events buses for the community. Example: Tulip fields and Elk Farm, senior days at outlet malls, Buckeroo, strawberry festival, hops festival.
 - ◆ Previous service for Buckeroo was unsuccessful as several riders were inebriated.
 - ◆ Transit must be provided on a regular schedule to not compete with Charter services.
- » Don't overlook marketing and productivity in the plan. We need to educate the community and advertise/communicate services, host booths at conferences.
- » What funding opportunities are available? Include these in the plan.

**ATTACHMENT A
BOARD OF DIRECTORS
WORK SESSION MATERIALS**



Transit Development & Master Plan

SCTD Board Work Session #1

April 25, 2019

Introductions

Meeting Purpose and Agenda Review

ITEM	LEAD PRESENTER
Introductions	Tom Strader, SCTD
Welcome, Meeting Purpose, Agenda Review	Susie Wright, Kittelson
Project Goals	Susie
Project Tasks and Schedule	Susie
Public Involvement Recap	Krista Purser, Kittelson
Existing Conditions	Krista
Project Outcomes	Susie
Next Steps	Krista

Project Goals

The Transit Development and Master Plan (TDMP) is a plan to provide strategic guidance to SCTD. This includes short, mid, and long-term guidance on providing:



Bus routes and services



Bus stops and facilities



Coordination with adjacent providers

Align with the following STIF goals:

- Improve access for low-income populations
- Enhance urban and rural community service through meeting needs of future growth, transportation disadvantaged populations, and enhanced integration with adjacent services.

Provide guidance to the City of Molalla for their efforts to:

- Improve transit access for low-income population
- Increase transit use
- Reduce greenhouse gas emissions

Project Tasks and Schedule

	1 - Project Management	Throughout
	2 - Existing Conditions	February - April
	3 - Transit Goals, Outcomes, and Policies	April - June
	4 - Future Needs & Evaluation Framework	June - September
	5 - Future Service Opportunities and Evaluation	August - October
	6 - Draft TDMP	November - December
	7 - Adoption	December - January

2019

2020

Project Outreach Approach

Technical Advisory Committee

Project Website

Questionnaires (onboard and online surveys)

Driver Survey

Stakeholder Small Groups

SCTD Board of Director Work Sessions

Outreach Efforts (info at community events)

Virtual Open House

In-Person Open House (Contingent)

Gerald Fisher,
City of Molalla

Cecily Rose,
Molalla Adult
Center

Donna Walsh,
Molalla River School
District

Ray Atkinson,
Clackamas
Community College

Karen Buehrig,
Clackamas County

Julie Wehling,
Canby Area Transit

Virgil Foster,
SCTD Rider

Joseph Lowe,
Department of
Human Services
and Oregon Health
Authority

Technical Advisory Committee

SCTD
SOUTH CLACKAMAS TRANSPORTATION DISTRICT

HOME LATEST NEWS MEETINGS PROJECT DOCUMENTS PROJECT TEAM MEMBERS SUBSCRIBE CONTACT

SCTD Transit Development and Master Plan

Take our online survey at www.surveymonkey.com/r/sctd2019 to tell us how to improve transit for you! Open March 25th - April 14th.

Queremos sus comentarios sobre como podemos mejorar el servicio de tránsito. Encuesta de SCTD 2019 En Español - www.surveymonkey.com/r/SCTD2019-Espanol. Abierto Marzo 25th - Abril 14th.

South Clackamas Transportation District (SCTD) is currently in the process of updating their Transit Development and Master Plan (TDMP), which is a plan to provide strategic guidance to SCTD. This includes short, mid, and long-term guidance on providing transit services, bus stops and facilities, and coordination with adjacent transit providers such as Canby Area Transit and TriMet. In addition, the TDMP will provide guidance to the City of Molalla for their efforts to improve transit access for low-income populations, increase transit use, and reduce greenhouse gas emissions.

Check out the [Fact Sheet](#), [Schedule](#), and provide your feedback on our project map! Stay tuned for future opportunities to engage.

Interactive Project Map

INSTRUCTIONS

Double-click anywhere on the map to share your ideas on improving transit within the study area.

LAYERS


Click any of the layer titles below to toggle them off the map.

- Transit Routes
- Molalla to Canby
- Molalla City
- Molalla to Clackamas Community College
- Transit Stops
- SCTD Transit District Boundary

Project Website: sctdtransitplan.com




Outreach Efforts & Surveys

Welcome!



What's happening?

South Clackamas Transportation District (SCTD) is currently in the process of updating the Transit Development and Master Plan (TDMP), which is a plan to provide strategic guidance to SCTD. This includes short, mid, and long-term guidance on providing:

-  Bus Routes and Services
-  Bus Stops and Facilities
-  Coordination with adjacent providers like Canby and TriMet

In addition, the TDMP will provide guidance to the City of Molalla for their efforts to improve transit access for low-income populations, increase transit use, and reduce greenhouse gas emissions.

Project Timeline:

- Project Began:** Winter 2019
- Existing System Understanding:** Winter 2019 (Onboard and Online Surveys, Stakeholder Small Groups, Public Outreach Events)
- Spring 2019**
- Future Needs and Service Opportunities:** Summer & Fall 2019 (Online Survey, Public Outreach Events)
- Winter 2020**
- Draft Transit Plan:** Winter 2020 (Online Open House)
- Project Ends:** Winter 2020

Stay Involved!
Go to SCTDtransitplan.com for more opportunities.

- **Purpose:** Understand existing transit use and needs
- **110** Onboard Surveys Collected
 - All runs of Canby and City routes on a weekday
 - Most runs of CCC on a weekday and all runs on a Saturday
- **55** Online Surveys Collected
 - 25 non-riders
 - 30 riders
- Outreach events at Molalla Library and Molalla Adult Center on March 28th and CCC on April 5th
 - **6** participants on March 28th
 - **18** survey responses on April 5th
- Driver Surveys gathered feedback on challenges for drivers and potential solutions, service improvements, and other recommendations.

1. Have you ridden SCTD services (Molalla City Loop, Molalla to Canby, Molalla to CCC)? If yes, how often?

- No
- Several times per week
- Once per week
- Several times per month
- Once per month
- Several times per year
- Once per year or less

Survey Questions

Onboard Survey Questions

- Origins and destinations, bus stops, transfers to/from other services
- Trip purpose (work/school, shopping, recreational)
- Service quality and improvements
 - Current challenges and barriers
 - Where and how to improve
- Demographic information
- Additional Feedback

Online Survey Questions

- Similar questions for current riders
- Questions for non-riders, including:
 - Which services they were aware of
 - Community impact of transit
 - What would encourage them to try the service
 - What improvements they suggest



Bus stop improvements, primarily improved signage



Real-time arrival information



Later evening service, especially for Molalla City and Molalla to Canby routes



Weekend service



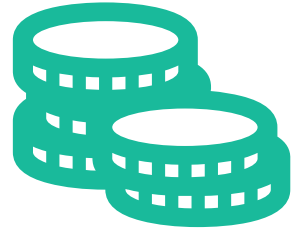
More frequent service



Better transfers to TriMet, Canby

Example Survey Feedback

Survey results show improvements that can be explored further and are not recommendations at this stage. Detailed results are being processed and will be included in the existing conditions memo.



Fare Payment

Accepting coins

Monthly passes

Mobile ticketing

Fare reciprocity with adjacent services



More service areas. Multiple responses noted:

Woodburn

Colton

Estacada

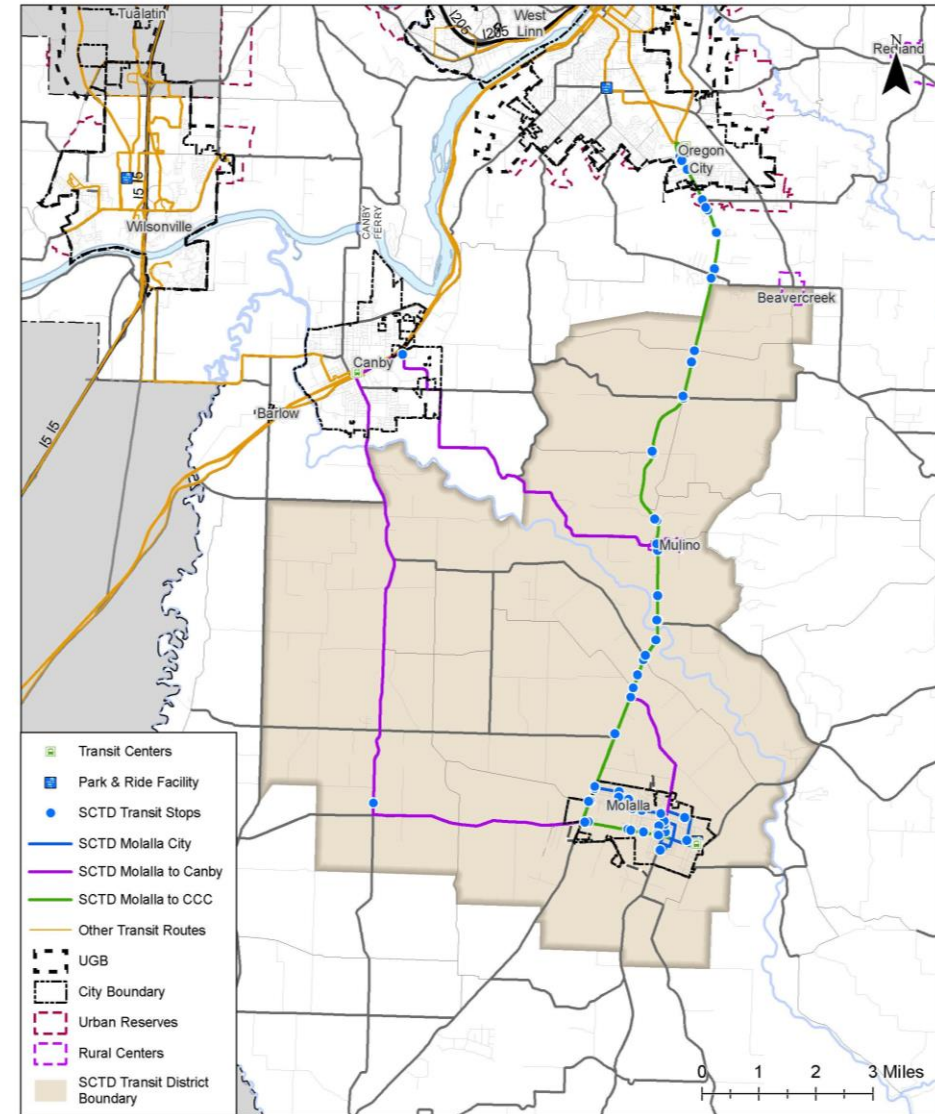
Oregon City (downtown, transit center, Fred Meyer)

Example Survey Feedback

Survey results show improvements that can be explored further and are not recommendations at this stage. Detailed results are being processed and will be included in the existing conditions memo.

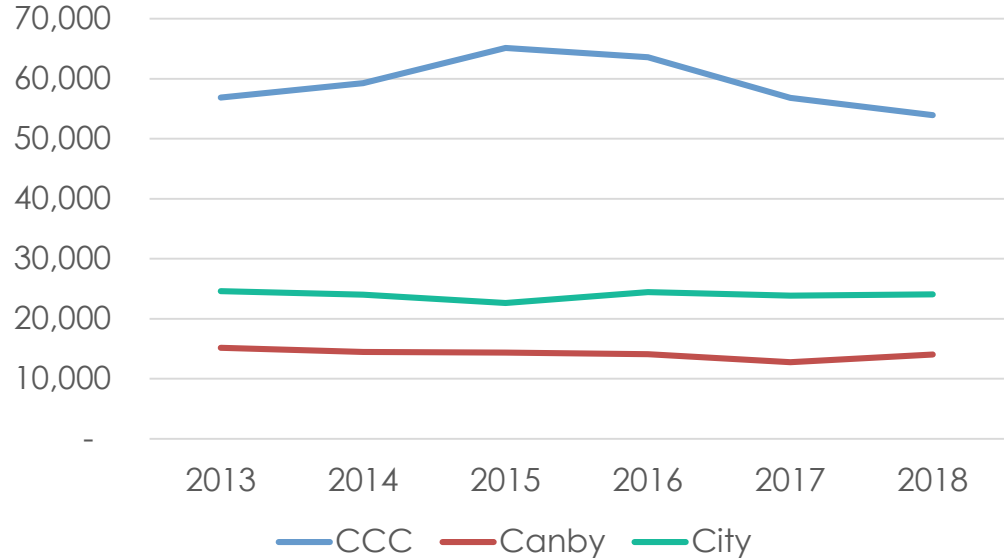
Existing Conditions Memo

- Purpose:
 - Understand the SCTD System
- Includes:
 - **Transit System Overview** – SCTD and adjacent services, transit fleet and equipment
 - **Service Area Overview** – Demographics, employment, commute patterns
 - **Outreach Findings**
 - **Transit Market and Needs**
 - **Financial Overview** – income and expenses, fare structure and revenue



FY 2017-18 Annual Service Miles, Service Hours, and Ridership

Historical Ridership



	Molalla City	Molalla to Canby	Molalla to CCC
Service Miles	15,510	54,864	181,950
Service Hours	2,540	2,540	6,518
Ridership	24,051	14,075	53,951

Existing Conditions

Existing Conditions

FY 2018-19 Income

- Grant Revenue - \$1,014,000
 - HB 2017 provides future funding opportunities
- Payroll & Self-Employment Tax - \$700,000
- Fare Revenue - \$60,000
- Interest Income - \$8,000
- Cash Carryover - \$400,000

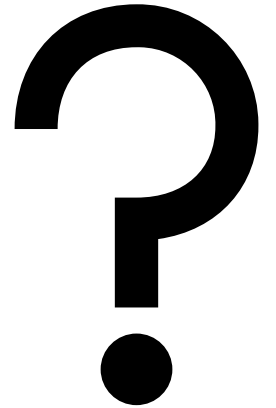
FY 2018-19 Expenses

- Contracted Services, Materials & Supplies - \$957,000
- Capital Expenses - \$475,000
- Personal Services - \$350,000
- Contingency - \$400,000

Project Outcomes

Based on existing conditions and future funding and needs, plan may include:

- New services and programs
- Route changes or more hours to existing services
- Bus stop and facility improvements
- Coordination opportunities with other services
- Marketing alternatives
- Fare policies



Next Steps

- Stakeholder Small Groups – **Seeking input**
- Memo #2: Existing System
 - Will include public outreach and survey summaries
- Interim Title VI Report
- TAC Meeting – **June 6th**
- Summer 2019
 - Memo #3: Goals and Policies
 - Memo #4: Land Use Impact on Future Needs
 - Memo #5: Evaluation Framework
 - Memo #6: Future Service Opportunities
 - Public Involvement



Other
Items?

APPENDIX E TCRP REPORT 161 OUTPUTS

SERVICE AREA CHARACTERISTICS INPUT TABLE -- Fill In All Unshaded Boxes

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - Molalla City Route
Additional Description:	

Transit Need Inputs

Number of persons residing in households with income below the poverty level: _____

Number of households residing in households owning no vehicles:

	Households	Persons
1-Person households:		
2-Person households:		
3-Person households:		
4-or-more-Person households:		

Mobility Gap:

Enter State (from drop-down list): _____

General Public Rural Non-Program

American Community Survey Table Number

Population Age 60+ _____ B01001

Population Age 18 - 64 with a Mobility Limitation _____ S1810

Persons Living in Households with No Vehicle Available _____ B08201

General Public Rural Passenger Transportation

Need: _____

Annual Vehicle-miles of Service: _____ Annual Revenue-Miles

Small City Fixed Route Inputs

Population of City: _____ 8,987 Persons

College and University Enrollment (Total): _____ 0 Students

Annual Revenue-Hours of Service: _____ 2,540 Annual Revenue-Hours

Demand - Commuter by Transit to an Urban Center

Workers Commuting from Rural County to Urban Center _____ Miles

Distance from Rural County to Urban Center _____ Miles

Is the Urban Center a State Capital? Check Box for Yes

Program Demand Inputs

Program Name	Program Type	Number of Program Participants	Number of Events per Week	Percentage of Participants who attend on an AVERAGE day	Percentage of Participants who are Transit Dependent or Likely to Use Transit	Number of Weeks Program is Offered (Annually)

The preferred source of demographic data is the American Community Survey, available at: <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>
 At that website enter the referenced Table Number in the appropriate box. Some table numbers may not be available for communities under

SERVICE AREA CHARACTERISTICS INPUT TABLE -- Fill In All Unshaded Boxes

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - Molalla to Canby Route
Additional Description:	Molalla to Canby

Transit Need Inputs		
Number of persons residing in households with income below the poverty level:	<input type="text"/>	
Number of households residing in households owning no vehicles:	Households	Persons
1-Person households:	<input type="text"/>	<input type="text"/>
2-Person households:	<input type="text"/>	<input type="text"/>
3-Person households:	<input type="text"/>	<input type="text"/>
4-or-more-Person households:	<input type="text"/>	<input type="text"/>
Mobility Gap:	<input type="text"/>	
Enter State (from drop-down list):	<input type="text"/>	
General Public Rural Non-Program		
	American Community Survey Table Number	
Population Age 60+	<input type="text"/>	B01001
Population Age 18 - 64 with a Mobility Limitation	<input type="text"/>	S1810
Persons Living in Households with No Vehicle Available	<input type="text"/>	B08201
General Public Rural Passenger Transportation		
Need:	<input type="text"/>	
Annual Vehicle-miles of Service:	<input type="text"/>	Annual Revenue-Miles
Small City Fixed Route Inputs		
Population of City:	<input type="text"/>	Persons
College and University Enrollment (Total):	<input type="text"/>	Students
Annual Revenue-Hours of Service:	<input type="text"/>	Annual Revenue-Hours
Demand - Commuter by Transit to an Urban Center		
Workers Commuting from Rural County to Urban Center	<input type="text" value="156"/>	
Distance from Rural County to Urban Center	<input type="text" value="13"/>	Miles
Is the Urban Center a State Capital?	<input type="checkbox"/>	Check Box for Yes

Program Demand Inputs

Program Name	Program Type	Number of Program Participants:	Number of Events per Week:	Percentage of Participants who attend on an AVERAGE day:	Percentage of Participants who are Transit Dependent or Likely to Use Transit:	Number of Weeks Program is Offered (Annually):

The preferred source of demographic data is the American Community Survey, available at: <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>
 At that website enter the referenced Table Number in the appropriate box. Some table numbers may not be available for communities under

SERVICE AREA CHARACTERISTICS INPUT TABLE -- Fill In All Unshaded Boxes

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - Molalla to Canby Route
Additional Description:	Molalla to Salem

Transit Need Inputs

Number of persons residing in households with income below the poverty level:

Number of households residing in households owning no vehicles:	Households	Persons
1-Person households:	<input type="text"/>	<input type="text"/>
2-Person households:	<input type="text"/>	<input type="text"/>
3-Person households:	<input type="text"/>	<input type="text"/>
4-or-more-Person households:	<input type="text"/>	<input type="text"/>

Mobility Gap:
Enter State (from drop-down list):

General Public Rural Non-Program	American Community Survey Table Number
Population Age 60+	<input type="text"/> B01001
Population Age 18 - 64 with a Mobility Limitation	<input type="text"/> S1810
Persons Living in Households with No Vehicle Available	<input type="text"/> B08201

General Public Rural Passenger Transportation

Need:
Annual Vehicle-miles of Service: Annual Revenue-Miles

Small City Fixed Route Inputs

Population of City:	<input type="text"/>	Persons
College and University Enrollment (Total):	<input type="text"/>	Students
Annual Revenue-Hours of Service:	<input type="text"/>	Annual Revenue-Hours

Demand - Commuter by Transit to an Urban Center

Workers Commuting from Rural County to Urban Center	<input type="text"/> 118	
Distance from Rural County to Urban Center	<input type="text"/> 30	Miles
Is the Urban Center a State Capital?	<input type="checkbox"/>	Check Box for Yes

Program Demand Inputs

Program Name	Program Type	Number of Program Participants	Number of Events per Week	Percentage of Participants who attend on an AVERAGE day	Percentage of Participants who are Transit Dependent or Likely to Use Transit	Number of Weeks Program is Offered (Annually)

The preferred source of demographic data is the American Community Survey, available at: <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>
At that website enter the referenced Table Number in the appropriate box. Some table numbers may not be available for communities under

SERVICE AREA CHARACTERISTICS INPUT TABLE -- Fill In All Unshaded Boxes

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - Molalla to Canby Route
Additional Description:	Molalla to Wilsonville

Transit Need Inputs

Number of persons residing in households with income below the poverty level:

Number of households residing in households owning no vehicles:

	Households	Persons
1-Person households:		
2-Person households:		
3-Person households:		
4-or-more-Person households:		

Mobility Gap:
Enter State (from drop-down list):

General Public Rural Non-Program

American Community Survey Table Number

Population Age 60+ B01001
 Population Age 18 - 64 with a Mobility Limitation S1810
 Persons Living in Households with No Vehicle Available B08201

General Public Rural Passenger Transportation

Need:
 Annual Vehicle-miles of Service: Annual Revenue-Miles

Small City Fixed Route Inputs

Population of City: Persons
 College and University Enrollment (Total): Students
 Annual Revenue-Hours of Service: Annual Revenue-Hours

Demand - Commuter by Transit to an Urban Center

Workers Commuting from Rural County to Urban Center 124
 Distance from Rural County to Urban Center 21 Miles
 Is the Urban Center a State Capital? Check Box for Yes

Program Demand Inputs						
Program Name	Program Type	Number of Program Participants	Number of Events per Week	Percentage of Participants who attend on an AVERAGE day:	Percentage of Participants who are Transit Dependent or Likely to Use Transit:	Number of Weeks Program is Offered (Annually):

The preferred source of demographic data is the American Community Survey, available at: <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>
 At that website enter the referenced **Table Number** in the appropriate box. Some table numbers may not be available for communities under

SERVICE AREA CHARACTERISTICS INPUT TABLE -- Fill In All Unshaded Boxes

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - CCC
Additional Description:	Molalla to Oregon City

Transit Need Inputs

Number of persons residing in households with income below the poverty level:

Number of households residing in households owning no vehicles:

	Households	Persons
1-Person households:	<input type="text"/>	<input type="text"/>
2-Person households:	<input type="text"/>	<input type="text"/>
3-Person households:	<input type="text"/>	<input type="text"/>
4-or-more-Person households:	<input type="text"/>	<input type="text"/>

Mobility Gap:
Enter State (from drop-down list):

General Public Rural Non-Program

	American Community Survey Table Number
Population Age 60+	<input type="text"/> B01001
Population Age 18 - 64 with a Mobility Limitation	<input type="text"/> S1810
Persons Living in Households with No Vehicle Available	<input type="text"/> B08201

General Public Rural Passenger Transportation

Need:

Annual Vehicle-miles of Service: Annual Revenue-Miles

Small City Fixed Route Inputs

Population of City:	<input type="text"/> Persons
College and University Enrollment (Total):	<input type="text"/> Students
Annual Revenue-Hours of Service:	<input type="text"/> Annual Revenue-Hours

Demand - Commuter by Transit to an Urban Center

Workers Commuting from Rural County to Urban Center	<input type="text"/> 163
Distance from Rural County to Urban Center	<input type="text"/> 15 Miles
Is the Urban Center a State Capital?	<input type="checkbox"/> Check Box for Yes

Program Demand Inputs

Program Name	Program Type	Number of Program Participants	Number of Events per Week	Percentage of Participants who attend on an AVERAGE day:	Percentage of Participants who are Transit Dependent or Likely to Use Transit:	Number of Weeks Program is Offered (Annually):

The preferred source of demographic data is the American Community Survey, available at: <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>
 At that website enter the referenced Table Number in the appropriate box. Some table numbers may not be available for communities under

RURAL TRANSIT NEED/DEMAND ESTIMATION - OUTPUT TABLE

Service Area:	SCTD
Analysis Description:	Existing Transit Need and Demand - CCC
Additional Description:	Molalla to Portland

Estimation of Transit Need

Total need for passenger transportation service:		Persons
Total households without access to a vehicle:		Households
State Mobility Gap:		Daily 1-Way Psgr.-Trips per Household
Total need based on mobility gap:		Daily 1-Way Passenger-Trips
		Annual 1-Way Passenger-Trips

General Public Rural Non-Program Demand

<i>Estimate of demand for general public rural transportation</i>		
Rural transit trips:		Annual 1-Way Passenger-Trips

General Public Rural Passenger Transportation

<i>Estimate of demand for rural transportation</i>		
<i>Total Rural Non-Program Demand</i>		Annual 1-Way Passenger-Trips

Small City Fixed Route

Annual Ridership:		Annual 1-Way Passenger-Trips
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Demand - Commuter by Transit to an Urban Center

Proportion of Commuters using Transit:	2%	
Commuter trips by transit between counties:	20	Daily 1-Way Passenger Trips
	6,100	Annual 1-Way Passenger-Trips

Rural Program Demand

<i>Annual Program Trip Estimation</i>		
		Annual 1-Way Passenger-Trips
		Annual 1-Way Passenger-Trips
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		Annual 1-Way Passenger-Trips
	<i>Total Rural Program Demand</i>	