



## Residential Survey-2021

This survey is being conducted by the Youngstown/Warren Regional Chamber (YWRC) and the Western Reserve Transit Authority (WRTA) to explore the need for, or interest in, public transportation services throughout Trumbull and Mahoning counties.

Your cooperation and assistance in completing this survey is appreciated and will help us in planning for routes and to effectively utilize our resources. Be assured that any information you provide will remain confidential and not be shared or sold. All data will be reported in aggregate, and individual responses will not be identified.

If you have any questions, please contact Dean Harris at 330-744-8431 ext. 109 or [dharris@wrtaonline.com](mailto:dharris@wrtaonline.com), or Sarah Boyarko at the Regional Chamber at 330-744-2131 ext. 1108 or [sarah@regionalchamber.com](mailto:sarah@regionalchamber.com).

Please return the survey by mail or email by September 30, 2021 to: Sarah Boyarko, Youngstown/Warren Regional Chamber, 100 East Federal Street, Suite 500, Youngstown, OH 44503 or [sarah@regionalchamber.com](mailto:sarah@regionalchamber.com).

An online version of this survey is available at: <https://www.surveymonkey.com/r/wrta-residents>.

1. What county do you live in?

Mahoning County

Trumbull County

Other (please specify): \_\_\_\_\_

2. What city, township or village do you live in? \_\_\_\_\_

3. What is your typical mode of transportation to travel to work, appointments, shopping, social activities, etc.? Please check all that apply.

Personal car/vehicle

Public transportation

Bicycle/walking

Family/Friends vehicle

Vanpool/carpool

Taxi

Other (please specify): \_\_\_\_\_

4. In the past 12 months, have you used public or private transportation services such as fixed route/scheduled bus services; shared-ride van or bus services; and/or advanced reservation services, including services such as taxies, Uber or Lyft?

No

Yes

5. If Yes in #4, please check all services that you have used:

(continued #4.)

- Drive myself
- Drive with family or friends
- Bicycle or walk
- Ambulette Services (non-emergency medical transportation provided by a medical transportation company)
- WRTA
- Trumbull County Transit Board
- Senior Levy
- Comfort Care A Van, Community Bus Service, Country Neighbor, Garwin
- Private taxi
- Ride-sharing (Uber, Lyft, etc.)
- Intercity Bus (Greyhound, Trailways, etc)
- Carpool/vanpool
- Church, faith-based
- Agency Provider (Easter Seals, Siffrin, Veterans, etc.)
- Other (please specify): \_\_\_\_\_

6. What places do you not travel to because of lack of transportation? Check all that apply.

- I have no transportation problems
- Childcare
- School or school activities
- Medical appointments
- Visiting friends and family
- Work
- Recreational activities and events
- Weekend and holiday travel
- Other (please specify): \_\_\_\_\_

7. Please indicate if you belong to one or more of the following groups:

- Prefer not to say
- Minority (i.e., non-white)
- Low income (annual income less than \$26,000)
- Veteran
- Senior (65 years or older)
- Physical, mental, developmental, or intellectual disability
- Speak the English Language less than very well
- None of the above
- Other (please specify): \_\_\_\_\_

8. Please consider the following statements on availability and your usage of transportation services.

Please check all that apply:

- I use public transportation.
- I do not use public transportation.
- Transportation services are not available.
- Transportation services are unaffordable.
- Transportation services are unreliable.
- Transportation services are not available at times/days when I need it.
- I do not know how to use the services.
- It takes too long to get to the places I need to go.
- Vehicles are not wheelchair accessible.
- I am not interested in using public transportation.
- I have my own car and prefer to drive.
- Friends or family take me where I need to go.
- Other (please specify): \_\_\_\_\_

9. What changes to transportation services options would make using those services more appealing to you? Check all that apply.

- If I could ride to destinations outside my own county.
- If I could ride to destinations outside Mahoning and Trumbull counties.
- If services were more affordable.
- If services started earlier in the morning or ended later at night.
- If I could make same-day reservations.
- If the driver could provide door-to-door assistance.
- Pick me up at my house and take me directly to my destination without sharing rides with others.
- More reliable/on-time for picking me up or dropping me off.
- Operate on a fixed schedule and allow flexibility of choice in travel times.
- If buses came more often on fixed routes.
- Offer wheelchair accessible vehicles.
- Other (please specify): \_\_\_\_\_

10. When do you most often need transportation services?

- Morning (5am - 11 am)
- Afternoon (11am - 4pm)
- Evening (5pm - 10pm)
- Midnight (10pm - 5am)
- Other (please specify): \_\_\_\_\_

11. Please indicate how often you would ride transportation services if they were available. Check all that apply:

- Would not ride
- Weekdays
- Saturdays
- Sundays
- Daily
- a few times per week
- a few times per month
- a few times a year
- Other (please specify): \_\_\_\_\_

12. Please identify up to five locations that you would like service to and from. Please be specific by providing the names/addresses of locations.

- from-to: \_\_\_\_\_

13. Please indicate destinations outside of Mahoning and Trumbull counties in which you would use transportation services. Please be specific and list up to five destinations.

- destination 1: \_\_\_\_\_
- destination 2: \_\_\_\_\_
- destination 3: \_\_\_\_\_
- destination 4: \_\_\_\_\_
- destination 5: \_\_\_\_\_

14. What is your total annual household income?

- under \$20,000
- between \$20,000 and \$29,999
- between \$30,000 and \$39,999
- between \$40,000 and \$44,999
- between \$45,000 and \$49,999
- over \$50,000
- prefer not to answer

15. What is your race?

- White or Caucasian
- Black or African-American
- Hispanic or Latino
- Asian or Asian-American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Another race
- Two or more races
- Prefer not to answer

16. What language is most often spoken in your home?

- English
- Spanish
- French
- Mandarin/Chinese
- Japanese
- Hindi
- Russian
- Other (please specify): \_\_\_\_\_

17. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

- Yes
- No
- Prefer not to answer

18. Please list any suggestions you have which may improve transportation services.

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Thank you for your time in filling out this survey. Your input is valuable in helping us to develop strategies and improvements to services for both residents and businesses in the Youngstown-Warren region.

**Please return this survey by September 30<sup>th</sup> to [sarah@regionalchamber.com](mailto:sarah@regionalchamber.com).**