



Putnam County Public Transportation Survey

Ride Solution's mission is to improve the mobility, health and economic stability of Putnam County. We aim to accomplish this mission by providing safe, economical, and convenient transportation services. You can help us succeed by providing feedback in this survey.

1. What city do you live in?

- | | | | |
|--|-------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Palatka | <input type="checkbox"/> Florahome | <input type="checkbox"/> Interlachen | <input type="checkbox"/> Satsuma |
| <input type="checkbox"/> East Palatka | <input type="checkbox"/> Georgetown | <input type="checkbox"/> Melrose | <input type="checkbox"/> Welaka |
| <input type="checkbox"/> Bardin | <input type="checkbox"/> Grandin | <input type="checkbox"/> Pomona Park | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Bostwick | <input type="checkbox"/> Hawthorne | <input type="checkbox"/> Putnam Hall | _____ |
| <input type="checkbox"/> Crescent City | <input type="checkbox"/> Hollister | <input type="checkbox"/> San Mateo | _____ |

2. How do you typically travel to destinations outside of your home?

- | | | |
|--|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Bicycle | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Ride with a family member or friend | <input type="checkbox"/> Walk | _____ |
| <input type="checkbox"/> Bus or paratransit vehicle | <input type="checkbox"/> Taxi | _____ |

3. Where do you typically travel when you leave your home?

- | | | | |
|--|---------------------------------------|---|---|
| <input type="checkbox"/> Palatka | <input type="checkbox"/> Melrose | <input type="checkbox"/> Jacksonville | <input type="checkbox"/> Green Cove Springs |
| <input type="checkbox"/> East Palatka | <input type="checkbox"/> St Augustine | <input type="checkbox"/> Orange Park | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Crescent City | <input type="checkbox"/> Gainesville | <input type="checkbox"/> Fleming Island | |

4. What is the typical purpose of your typical trip?

- | | | | |
|---------------------------------|--|--|--------------------------------------|
| <input type="checkbox"/> Work | <input type="checkbox"/> Medical | <input type="checkbox"/> Shopping | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> School | <input type="checkbox"/> Social/Recreation | <input type="checkbox"/> Social Services | |

5. Please mark the Ride Solution service that you know or have heard about (Mark all that apply):

- Local Transit Services (Palatka City, South Putnam, Cross County, and Interlachen Routes)
- Commuter Service (Orange Park Express)
- Greyhound Services (to St Augustine, Gainesville and Jacksonville)
- Van Pool Service (operating between Gainesville and Palatka)
- Demand Response (Door to Door Medical Transportation)
- None. I do not know about any of Ride Solution's public transportation services

6. How did you learn about Ride Solution?

- | | |
|--|--|
| <input type="checkbox"/> Ride Solution Bus | <input type="checkbox"/> Referred by family or friend |
| <input type="checkbox"/> Website | <input type="checkbox"/> Referred by work or social service agency |
| <input type="checkbox"/> Social Media | <input type="checkbox"/> Other _____ |

7. Which Ride Solution service have you used (Mark all that apply)?

- Local Transit Services (Palatka City, South Putnam, Cross County, and Interlachen Routes)
- Commuter Service (Orange Park Express)
- Greyhound Services (to St Augustine, Gainesville and Jacksonville)
- Van Pool Service (operating between Gainesville and Palatka)
- Demand Response (Door to Door Medical Transportation)
- None. I have not used Ride Solution's public transportation services

8. On average, how many times do you ride on Ride Solution services?
- 5+ times per week 1 – 4 times per month Never
- 2 – 4 times per week Occasionally
9. How satisfied are you with Ride Solution services?
- Very Satisfied Somewhat satisfied Never used the services
- Satisfied Not satisfied
10. What public transportation qualities are most important to you (choose top 3)?
- Comfortable vehicles Service availability in the evening
- Reliable (on-time) service Service availability on Saturday
- Frequent service Service availability on Sunday
- Safe and comfortable waiting areas Excellent customer service
- Total trip time comparable to driving Minimal walking to destination
11. If Ride Solution did not exist, how would you make this trip?
- Drive alone Carpool Bicycle or walk
- Would not travel Ride with friend or family Taxi
12. Are there any locations in Putnam County that needs Ride Solution service? Please provide name of location and major cross streets. _____
13. Please tell us how we can improve mobility in Putnam County. _____
- _____
- _____

The following is optional and helps us to better understand you, our survey respondents.

14. What is your gender?
- Male Female Transgender Prefer not to say
15. What is your age?
- Under 18 31 - 35 46 - 50 61 - 65
- 18 - 24 36 - 40 51 - 55 Over 65
- 25 - 30 41 - 45 56 - 60
16. What is your approximate household income?
- Under \$25,000 \$50,000 - 74,999 \$100,000 - 150,000
- \$25,000 - 49,999 \$75,000 - 99,999 Over \$150,000
17. What is your primary language?
- English Spanish Other

Please provide the following so that we can contact you if you win the \$25 Walmart gift card:

Your name: _____

Your email address or phone number: _____

Your address: _____