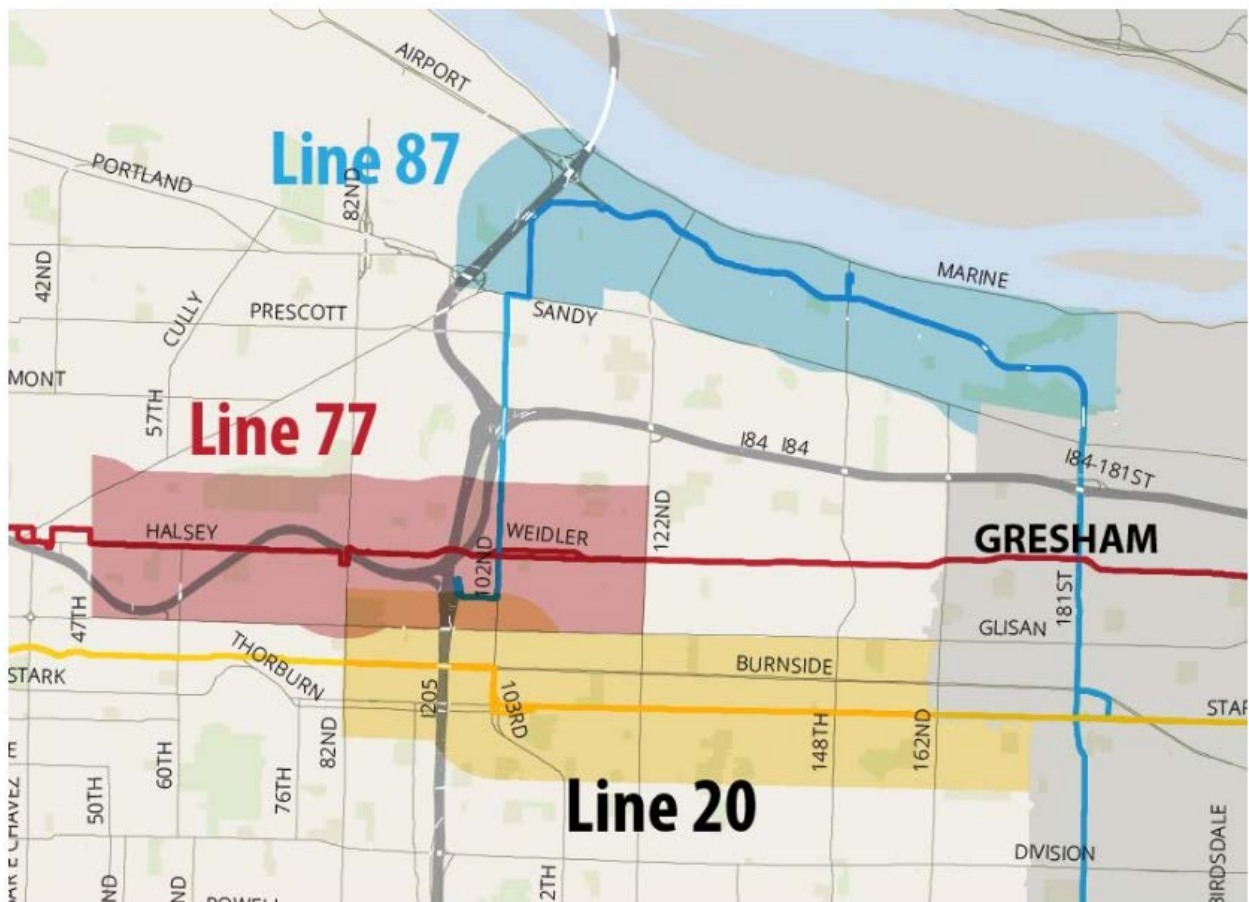


Growing Transit Communities Plan Online Survey Results and Analysis

6/30/16



Overview

The Portland Bureau of Transportation (PBOT) conducted an online survey for the Growing Transit Communities (GTC) Plan, as part of the GTC Plan community outreach process. PBOT conducted the survey electronically on the PBOT website, www.surveymonkey.com/r/GTCbus. It was hosted from March 7 to May 4, 2016. All questions and answer options were provided in English and for any other accommodations, modification, translations, or other services, could be conducted over the phone.

In total, there were 698 surveys collected.

The GTC Plan is an effort to identify and prioritize the most beneficial improvement that would make getting to the bus and using the bus, a safer and more convenient option along sections of bus lines 87, 77, and 20. The Bus line 77 study area includes NE Halsey St from the Hollywood Transit Center (HTC) to 122nd. The Bus line 20 study area included E Burnside St from 82nd to 102nd, SE 102nd Ave from Burnside to Stark, and SE Stark St from 102nd to 162nd. The Bus line 87 study area included NE 105th from Sandy to Holman, NE Holman St from 105th to Airport Way, and NE Airport Way from Holman to City Limits.

Summary of Survey Results

Overall, those who answered the survey use primarily bus line 77, utilize bus line 20 and very few utilize or would not use bus line 87. Bus riders primarily use the system to run errands (including shopping) or to go to appointments and access to recreation activities more than to travel to work or school. Though there was some variation of ranked priorities to make a stop safer and more convenient, the consensus of the survey were concerned about traffic speeds as a priority for project improvements along all three bus lines in the study area.

The top three priorities for each of the bus lines are as follows:

Bus Line 87:

1. Sidewalks
2. Benches
3. Traffic Speeds

Bus Line 77:

1. Crosswalks
2. Traffic Speeds
3. Shelters

Bus Line 20:

1. Crosswalks
2. Shelters
3. Traffic Speeds

Themes & Open Feedback

There was an opportunity for respondents to provide feedback that may have not been addressed in the survey. Of the 188 responses collected, comments were categorized into themes. There are 7 key themes that stood out:

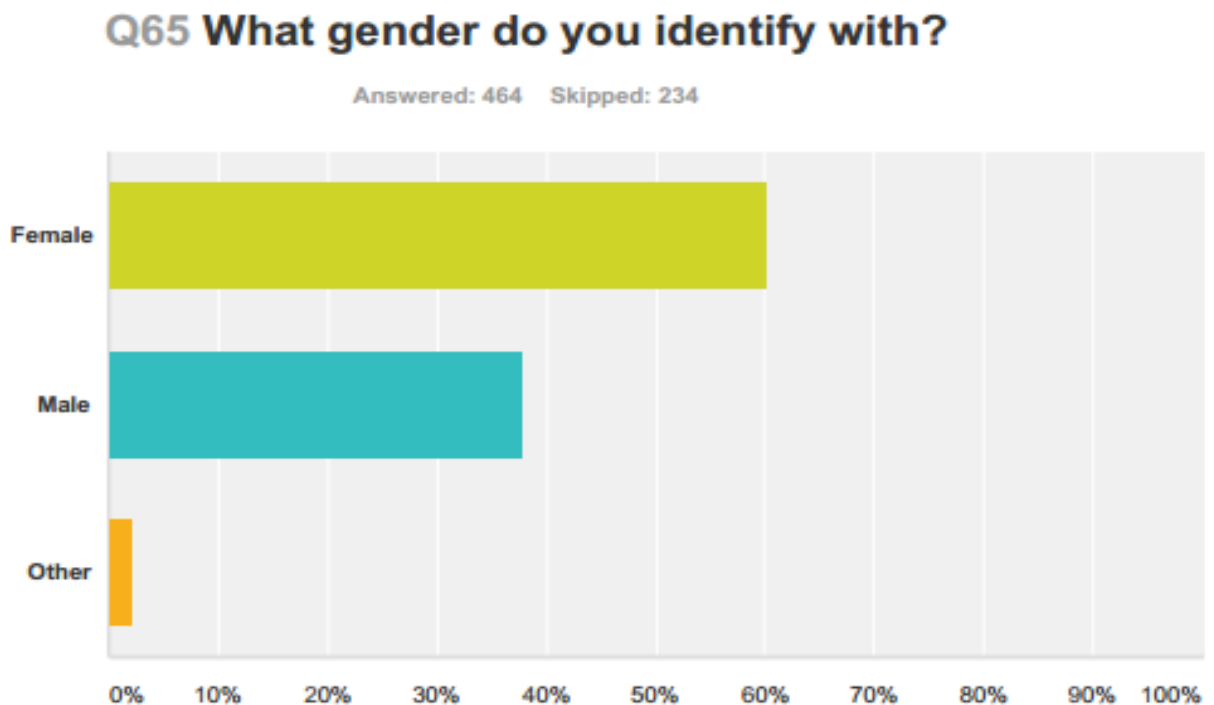
- bus service,
- bus stop improvements,
- personal safety,
- traffic safety,
- access/ADA,
- no improvements and
- miscellaneous.

Bus stop improvements is a top theme with the most responses followed by access/ADA, and bus service. Highlighted earlier was a priority for traffic safety and is a key theme also discussed in the open feedback with 34 comments. The open comments are located in the Appendix organized by the key themes.

Demographics of Survey Respondents

Gender

Included in the study was asking questions regarding gender, disability, age, education level, and race/ethnicity. Of the 595 survey responded, 464 answered the questions regarding gender



(question 65). The survey results were that 279 were women, 175 were men, and 10 answered other. The results indicate this survey was answered predominantly by women (60%).

Disability

Question 63 asked if surveyors have a disability. Of the 464 that responded, 86 replied yes and 378 responded no. Less than 20% of those who responded to this survey stated they have a disability. The table breaks down the answers, percent, and numbers of who responded.

Do you have a disability?		
Answer Options	Response Percent	Response Count
Yes	18.5%	86
No	81.5%	378
<i>answered question</i>		464
<i>skipped question</i>		234

Education

Question 66 asked what their highest level of education is. A total of 461 answered this question. The majority of survey respondents were educated with some college or higher (about 90%). Of the 461 responses, 114 answered postgraduate, 151 responded college degree/ 4-yr degree, 153 answered some college/technical/community college/2-year degree, and 43 responded high school degree or less. The table breaks down the answers, percent, and numbers of who responded.

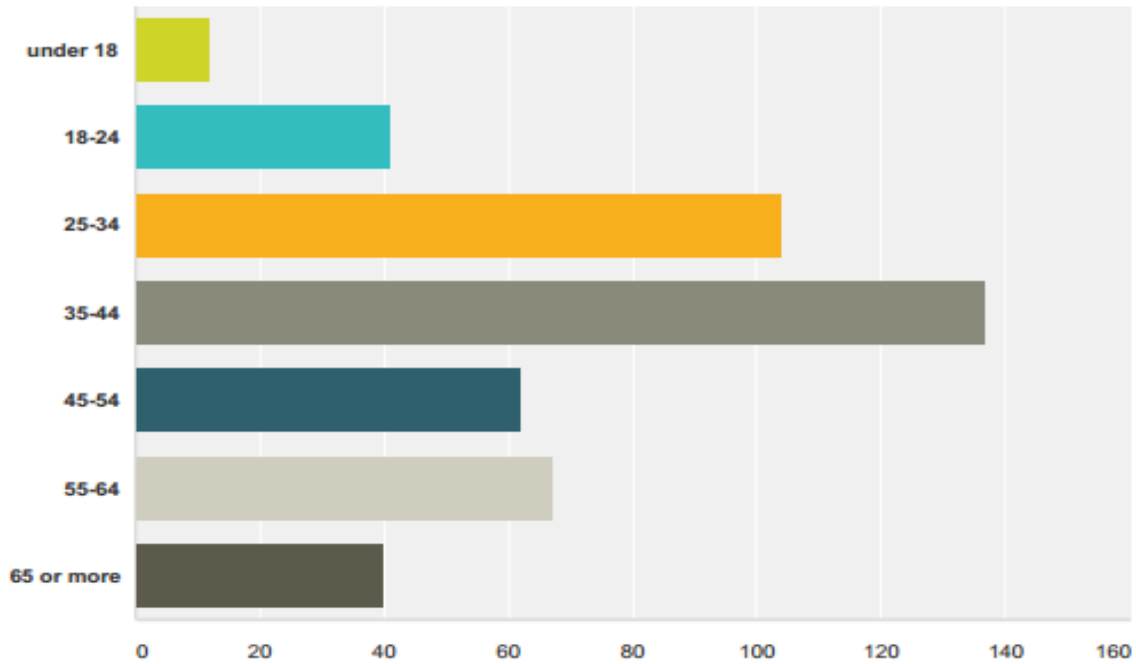
What is your highest level of education?		
Answer Options	Response Percent	Response Count
High school degree or less	9.3%	43
Some college/technical/ community college/ 2-year degree	33.2%	153
College degree/ 4-yr degree	32.8%	151
Post graduate	24.7%	114
<i>answered question</i>		461
<i>skipped question</i>		237

Age

Question 64 asked respondents to answer what is their age. A total of 463 responses were collected. The largest group of survey respondents were between the ages of 35-44 with 137 responses followed by age 25-34, there was 104 responses. Under the age 18 there was 12 responses, age 18-24 there was 41 responses, age 45-54 there was 62 responses, age 55-64 there was 67 responses, and age 65 or more there was 40 responses collected. The graph maps the number of responses and the table breaks down the answers, percent and numbers of who responded to this question.

Q64 What is your age?

Answered: 463 Skipped: 235



Race and Ethnicity

Question 65 asks respondents to identify their race or ethnicity and were given the option to select all that apply. Survey respondents were predominantly white (approximately 84%). Of the 459 that responded, 384 answered as White/Caucasian, 25 answered Hispanic/Latino, 23 answered Black/African American, 23 answered Asian or Pacific Islander, 18 answered American Indian/Native American/Alaskan Native, 16 answered Other, 10 answered Slavic, and 4 answered Middle Eastern. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
American Indian/ Native American/ Alaskan Native	3.9%	18
Asian or Pacific Islander	5.0%	23
Black/ African American	5.0%	23
Hispanic/ Latino	5.4%	25
Slavic	2.2%	10
White/ Caucasian	83.7%	384
Middle Eastern	0.9%	4
Other	3.5%	16
<i>answered question</i>		459
<i>skipped question</i>		239

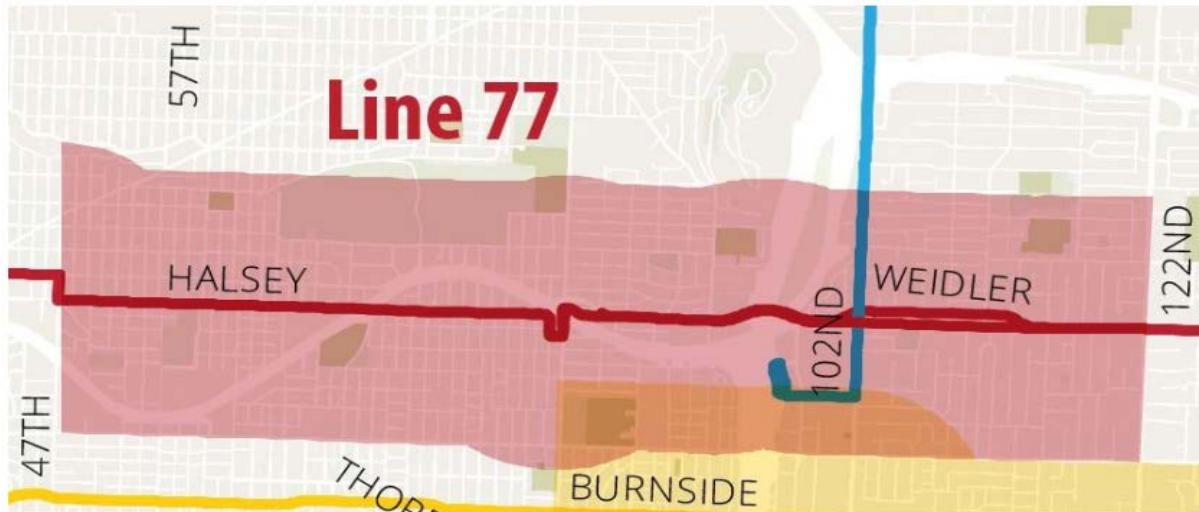
Responses to Questions by Bus line

The following breaks down each question in the survey and summary results of the current bus stop improvements and future bus stop use if there were improvements in the study area.

Bus Line 77 – NE Halsey

Questions 1-20 address bus line 77 section (shown in red):

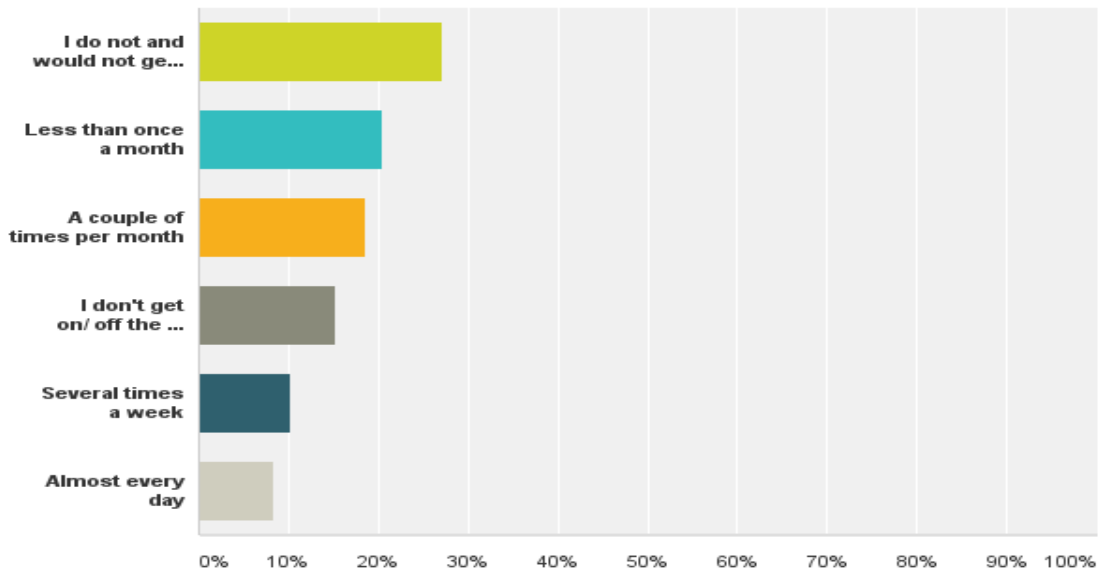
NE Halsey from NE 47th, near the Hollywood Center, to 122nd Ave



Question 1:

Q1 How often do you get on/ off the bus line 77 in the study area?

Answered: 698 Skipped: 0

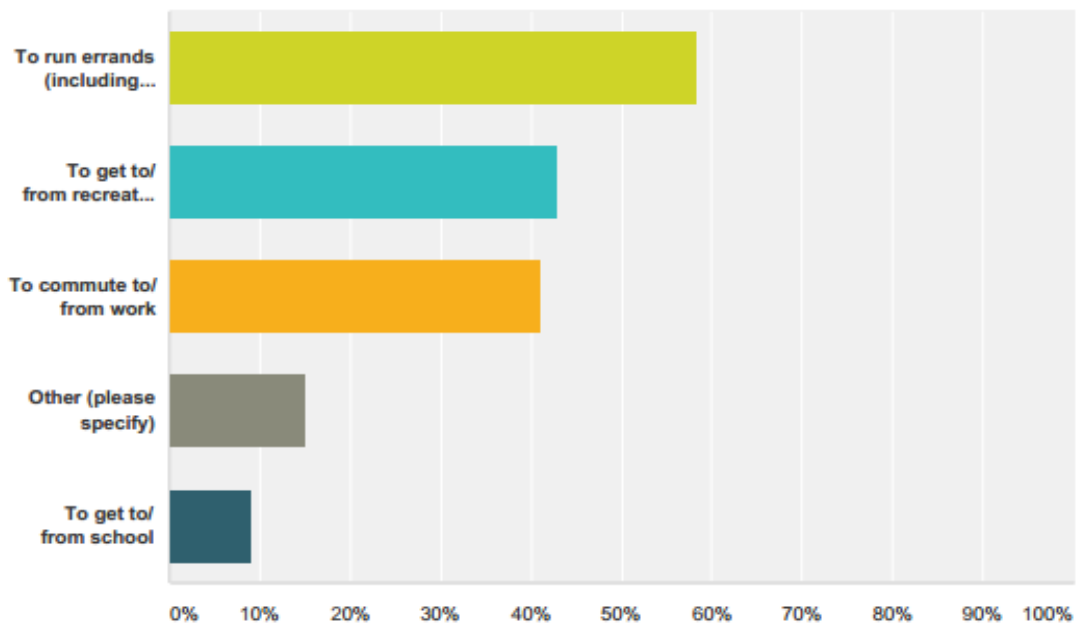


This question asked how often do respondents ride the 77 bus line almost every day, several times a week, I don't get on/off the bus in the study area now but I would in the future if changes made it safer and more convenient, a couple times per month, less than once a month, and I do not and would not get on/off the bus line 77 in the study area. A total of 698 respondents answered this question. 27.08% answered I do not and would not get on/off the bus line 77 in the study area. 20.49% answered they ride less than once a month, 18.48% answered they ride a couple of time per month, 15.33% answered they don't get/on off the bus line 77 in the study area now but would in the future if changes made it safer and more convenient. 10.32% said they ride several time a week and 8.31% answered they ride almost every day. The table breaks down the answers, percent and numbers of who responded to this question.

Question 2:

Q2 Why do you ride the 77 bus? Please select all that apply.

Answered: 318 Skipped: 380



This question asked why respondents ride bus line 77 to run errands (including shopping) or to go to appointments, to get to/ from recreation activities, to commute to/from work, other (please specify) and to get to/from school. Respondents were given the option to select multiple options. A total of 318 respondents answered this question. 58.18% said they use the bus to run errands (including shopping) or to go to appointments. 43.08% said they use the bus to get to/ from recreation activities. 41.19% said they use the bus to commute to/from work. 15.09% said they use the bus for other (please specify) reasons and 9.12% said they use the bus to get to/from school. Other reasons for using this bus line include: when car breaks down, volunteer work, transit dependent, personal enjoyment, transfer to the Gateway MAX station, and visiting friends/family. The table breaks down the answers, percent and numbers of who responded to this question.

Why do you ride the 77 bus? Please select all that apply.

Answer Options	Response Percent	Response Count
To commute to/ from work	41.0%	130
To get to/ from school	9.1%	29
To run errands (including shopping) or to go to appointments	58.0%	184
To get to/ from recreation activities	42.9%	136
Other (please specify)	14.8%	47
<i>answered question</i>		317
<i>skipped question</i>		378

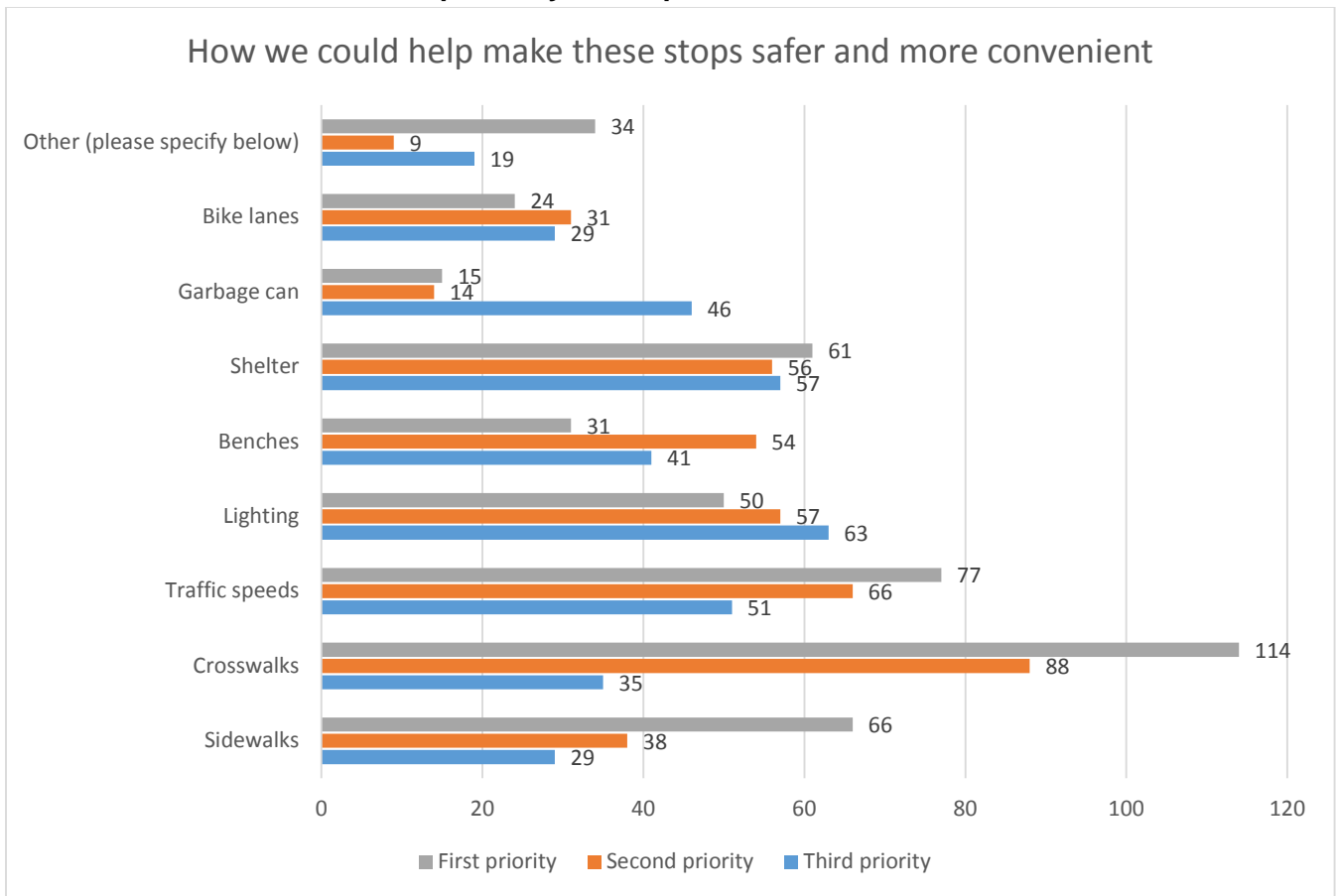
Question 3, 6, 10, 13, 16 & 19:

Which bus line 77 stop do you use the most in the study area? Please write the cross-streets, Stop ID#, or a landmark (such as a business) for just one study area line 77 bus stop?

(Under Construction) This is to be a map with the identified bus stops.

Question 4, 7, 11, 14, 17 & 20:

Please tell us how we could help make your stop safer and more convenient.



This question asked for respondents to rank their priorities of how we could make a stop safer and more convenient of the bus stop they use. Questions were consolidated so that all answers were included to be statistically significant. A total of 1255 answers were collected and were given the option to select multiple choices. The top priority for bus line 77 are crosswalks with 237 responses. The second priority for bus line 77 are traffic speeds with 197 responses and the third priority for bus line 77 are shelters with 174 responses. The graph maps the count for each answer options. The table breaks down the answers and numbers of who responded to this question.

Answer Options	First priority	Second priority	Third priority	Response Count
Sidewalks	66	38	29	133
Crosswalks	114	88	35	237
Traffic speeds	77	66	51	194
Lighting	50	57	63	170
Benches	31	54	41	126
Shelter	61	56	57	174
Garbage can	15	14	46	75
Bike lanes	24	31	29	84
Other (please specify below)	34	9	19	62
<i>answered question</i>				<i>1255</i>
<i>average skipped question</i>				<i>615</i>

Question 5, 8, 15 & 18:

Do you use another bus line 77 stop in the study area that you would like to tell us about?

This question ask if the respondents would like to tell us about another bus stop along the bus line 77 route. Questions were consolidated so that all answers were included to be statistically significant. A total of 533 answers were collected. About 79% answered no and 21% answered yes. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	21.2%	113
No	78.8%	420
<i>answered question</i>		<i>533</i>
<i>skipped question</i>		<i>562</i>

Question 9 & 12:

Are there any line 77 bus stops that you do not already use in the study area, that you would consider using if improvements were made to bus service, the stops, or features such as crosswalks or sidewalks that would connect you more safely and conveniently to where you would go?

This question ask whether respondents would consider riding bus line 77 in the future if there were improvements made that would connect the user more safely and conveniently.

Questions were consolidated so that all answers were included to be statistically significant. A total of 298 answered. 21% answered yes and about 79% answered no. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	21.0%	65
No	79.0%	244
<i>answered question</i>		309
<i>skipped question</i>		541

Bus Line 20 – E Burnside to Outer Stark

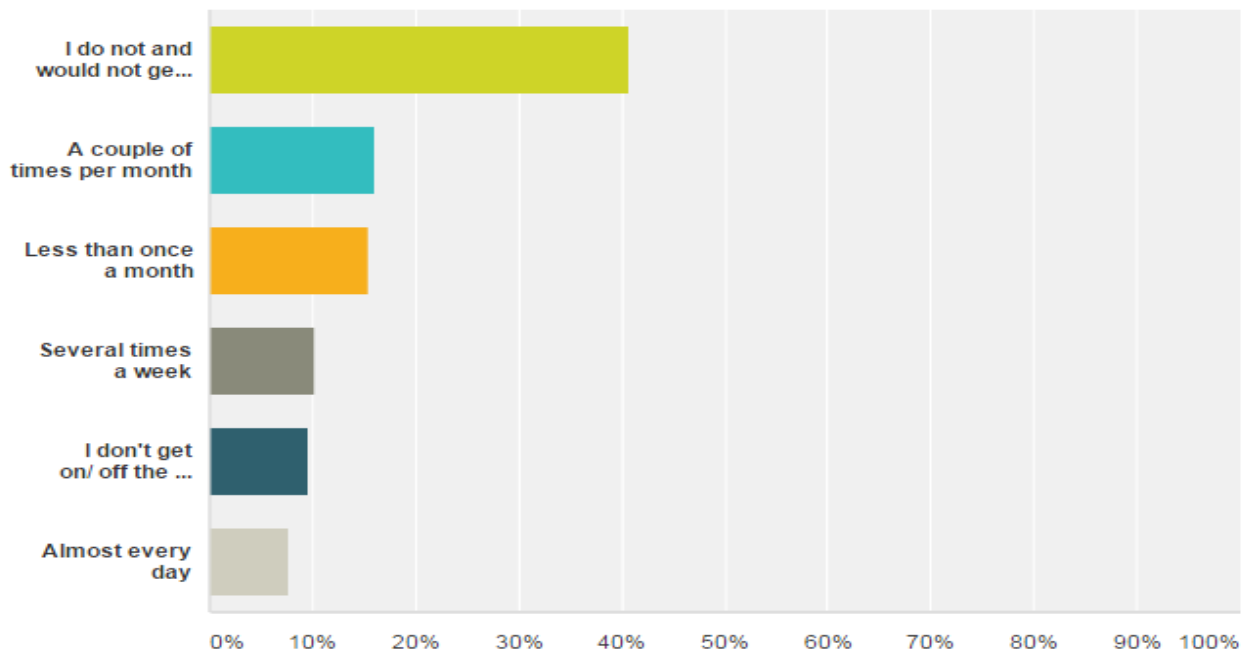
Questions 21- 40 address bus line 20 section (shown in yellow): E Burnside St from 82nd to 102nd, SE 102nd Ave from Burnside to Stark, and SE Stark St from 102nd to 162nd.



Question 21:

How often do you get on/ off the bus line 20 in the study area?

Answered: 538 Skipped: 160



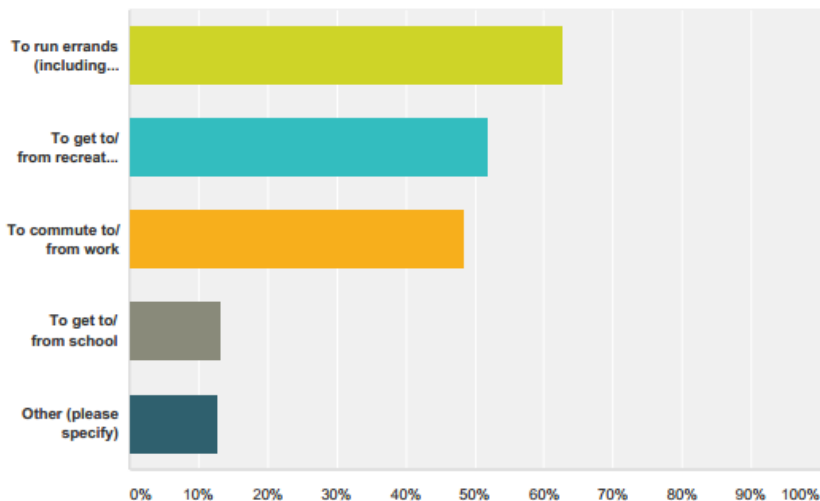
This question asked how often do respondents ride the 20 bus line almost every day, several times a week, I don't get on/off the bus in the study area now but I would in the future if changes made it safer and more convenient, a couple times per month, less than once a math, and I do not and would not get on/off bus line 20 in the study area. A total of 538 respondents answered this question. 40.71% answered I do not and would not get on/off the bus line 20 in the study area. 15.43% answered they ride less than once a month, 16.17% answered they ride a couple of time per month, 9.67% answered they don't get/on off the bus line 20 in the study area now but would in the future if changes made it safer and more convenient. 10.22% said they ride several time a week and 7.81% answered they ride almost every day. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Choices	Responses
I do not and would not get on/ off the bus line 20 in the study area	40.71% 219
A couple of times per month	16.17% 87
Less than once a month	15.43% 83
Several times a week	10.22% 55
I don't get on/ off the bus line 20 in the study area now but I would in the future if changes made it safer and more convenient	9.67% 52
Almost every day	7.81% 42
Total	538

Question 22:

Q22 Why do you ride the 20 bus? Please select all that apply.

Answered: 227 Skipped: 471



This question asked why respondents ride bus line 20 to run errands (including shopping) or to go to appointments, to get to/ from recreation activities, to commute to/from work, other (please specify) and to get to/from school. Respondents were given the option to select multiple options. A total of 227 respondents answered this question. 62.56% said they use the bus to run errands (including shopping) or to go to appointments. 51.98% said they use the bus to get to/ from recreation activities. 48.46% said they use the bus to commute to/from work. 12.78% said they use the bus for other (please specify) reasons and 13.22% said they use the bus to get to/from school. Other reasons for using this bus line include: transit dependent, transfer to another bus line, and visiting friends/family. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Choices	Responses	
To run errands (including shopping) or to go to appointments	62.56%	142
To get to/ from recreation activities	51.98%	118
To commute to/ from work	48.46%	110
To get to/ from school	13.22%	30
Other (please specify)	12.78%	29
Total Respondents: 227		

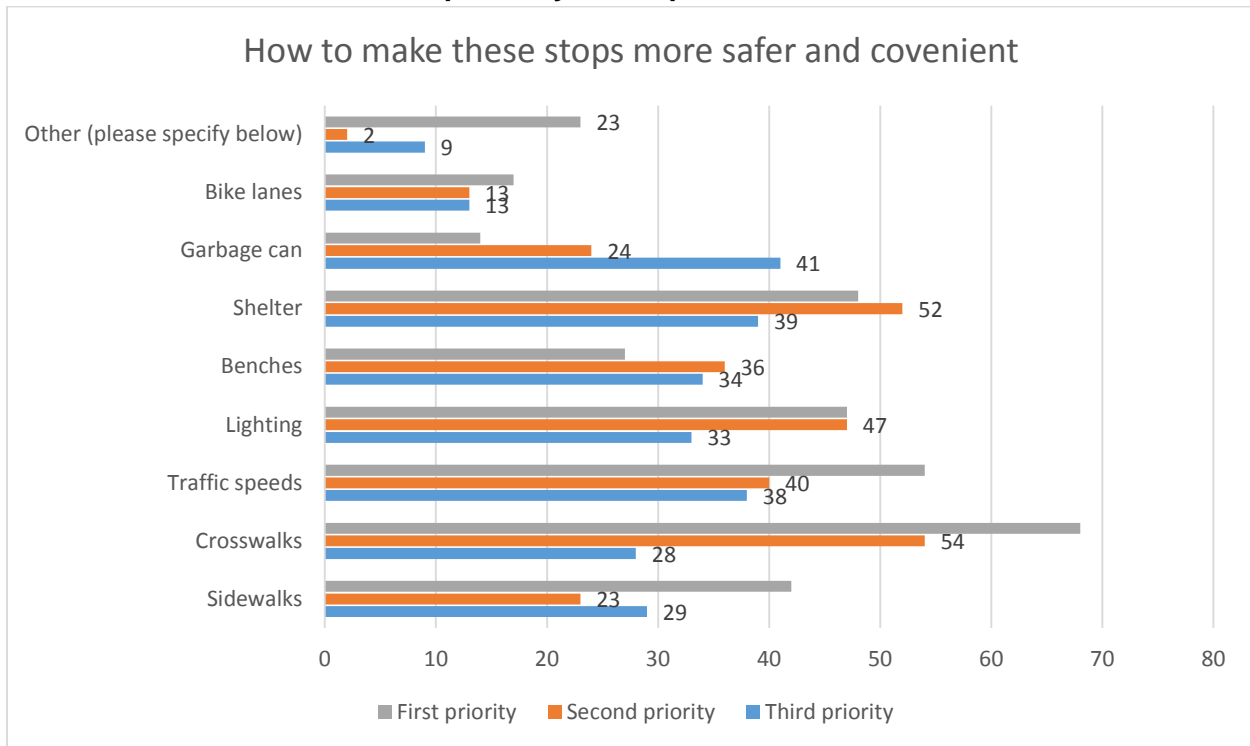
Question 23, 26, 30, 33, 36 & 39:

Which bus line 20 stop do you use the most in the study area? Please write the cross-streets, Stop ID#, or a landmark (such as a business) for just one study area line 20 bus stop?

(Under Construction) This is to be a map with the identified bus stops.

Question 24, 27, 31, 31, 34, 37 & 40:

Please tell us how we could help make your stop safer and more convenient.



This question asked for respondents to rank their priorities of how we could make stops safer and more convenient they use. Questions were consolidated so that all answers were included to be statistically significant. A total of 895 answers were collected and were given the option to select multiple choices. The top priority for bus line 20 are crosswalks with 150 responses. The second priority for bus line 20 are shelters with 139 responses and the third priority for bus line 20 is traffic speeds with 132 responses. The graph maps the count of responses. The table breaks down the answers and numbers of who responded to this question.

Answer Options	First priority	Second priority	Third priority	Response Count
Sidewalks	42	23	29	94
Crosswalks	68	54	28	150
Traffic speeds	54	40	38	132
Lighting	47	47	33	127
Benches	27	36	34	97
Shelter	48	52	39	139
Garbage can	14	24	41	79
Bike lanes	17	13	13	43
Other (please specify below)	23	2	9	34
answered question				895
average skipped question				638

Question 25, 28, 35, 38:

Do you use another bus line 20 stop in the study area that you would like to tell us about?

This question ask if the respondents would like to tell us about another bus stop along the bus line 20 route they use. Questions were consolidated so that all answers were included to be statistically significant. A total of 369 answers were collected. About 81% answered no and about 19% answered yes. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	18.7%	69
No	81.3%	300
<i>answered question</i>		369
<i>skipped question</i>		603

Question 29 & 32:

Are there any line 20 bus stops that you do not already use in the study area, that you would consider using if improvements were made to bus service, the stops, or features such as crosswalks or sidewalks that would connect you more safely and conveniently to where you would go?

This question ask if the respondents would like to tell us about another bus stop along the bus line 20 route in the future if there were improvements. Questions were consolidated so that all answers were included to be statistically significant. A total of 2234 answers were collected for this question. About 85% answered no and 15% answered yes. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	14.5%	34
No	85.5%	200
<i>answered question</i>		234
<i>skipped question</i>		578

Bus Line 87 – NE Airport Way

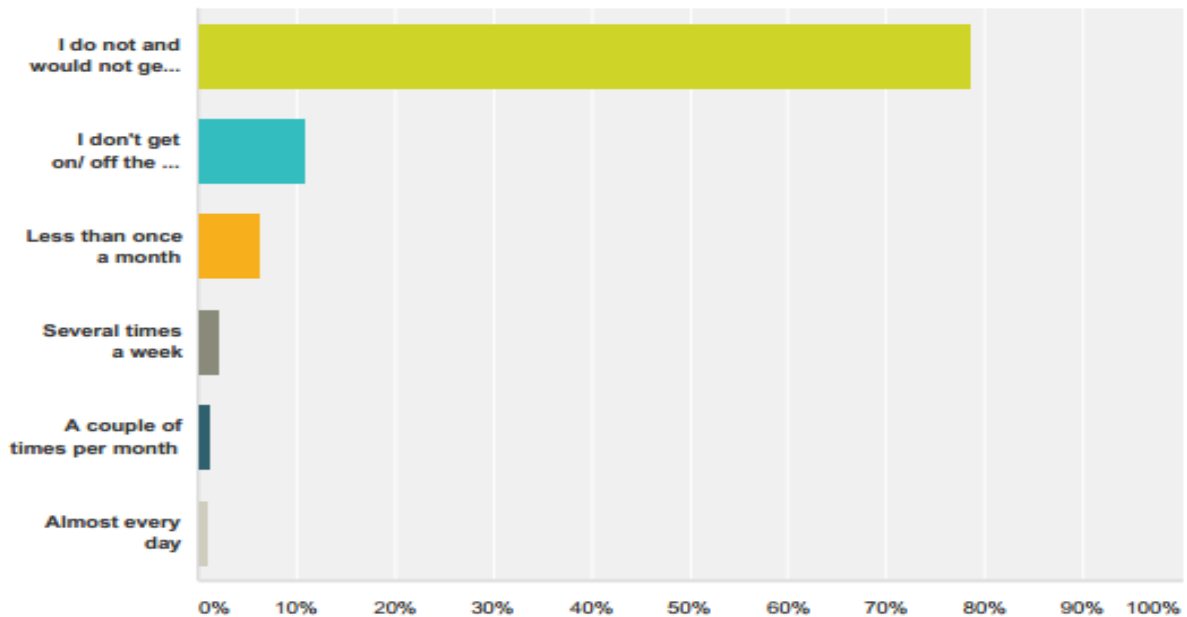
Questions 41-60 address bus line 87 section (shown in blue): NE 105th Ave from Sandy to Holman, NE Holman St from 105th to Airport Way, and NE Airport way to City Limits.



Question 41:

Q41 How often do you get on/ off the bus line 87 in the study area?

Answered: 492 Skipped: 206



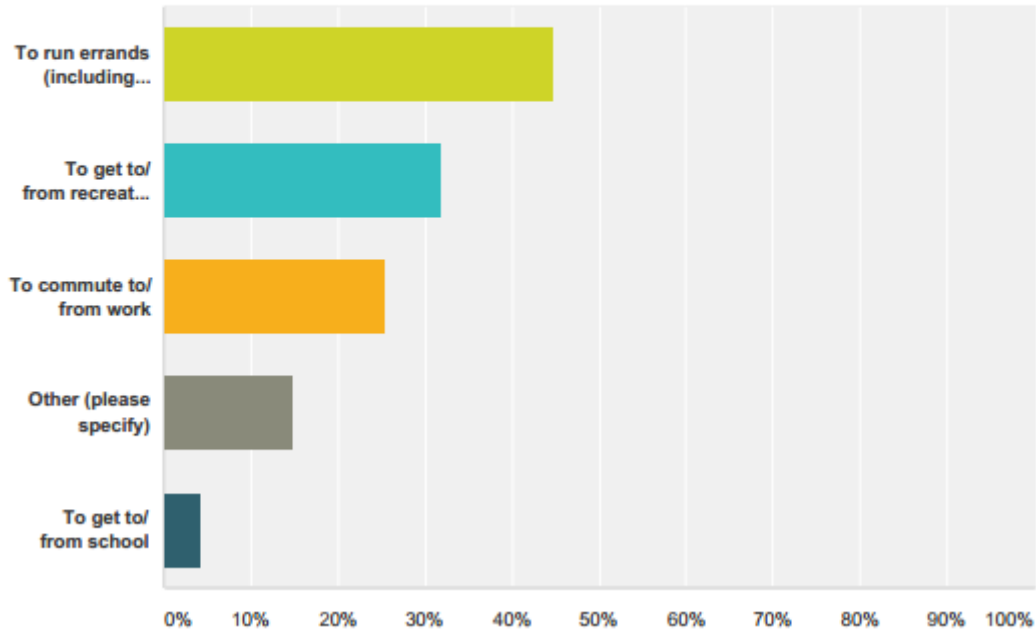
This question asked how often do respondents ride the 87 bus line almost every day, several times a week, I don't get on/off the bus in the study area now but I would in the future if changes made it safer and more convenient, a couple times per month, less than once a month, and I do not and would not get on/off the bus line 20 in the study area. A total of 492 respondents answered this question. 78.66% answered I do not and would not get on/off the bus line 87 in the study area. 6.30% answered they ride less than once a month, 1.22% answered they ride a couple of times per month, 10.77% answered they don't get on/off the bus line 87 in the study area now but would in the future if changes made it safer and more convenient. 2.03% said they ride several times a week and 1.02% answered they ride almost every day. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Choices	Responses	
I do not and would not get on/ off the bus line 87 in the study area	78.66%	387
I don't get on/ off the bus line 87 now but I would in the future if changes made it safer and more convenient	10.77%	53
Less than once a month	6.30%	31
Several times a week	2.03%	10
A couple of times per month	1.22%	6
Almost every day	1.02%	5
Total		492

Question 42:

Q42 Why do you ride the 87 bus? Please select all that apply.

Answered: 47 Skipped: 651



This question asked why respondents ride bus line 87 to run errands (including shopping) or to go to appointments, to get to/ from recreation activities, to commute to/from work, other (please specify) and to get to/from school. Respondents were given the option to select multiple options. A total 47 of respondents answered this question. 44.68% said they use the bus to run errands (including shopping) or to go to appointments. 31.91% said they use the bus to get to/ from recreation activities. 25.53% said they use the bus to commute to/from work. 14.89% said they use the bus for other (please specify) reasons and 4.26% said they use the bus to get to/from school. Other reasons for using this bus line included travel to the airport. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Choices	Responses
To run errands (including shopping) or to go to appointments	44.68% 21
To get to/ from recreation activities	31.91% 15
To commute to/ from work	25.53% 12
Other (please specify)	14.89% 7
To get to/ from school	4.26% 2
Total Respondents: 47	

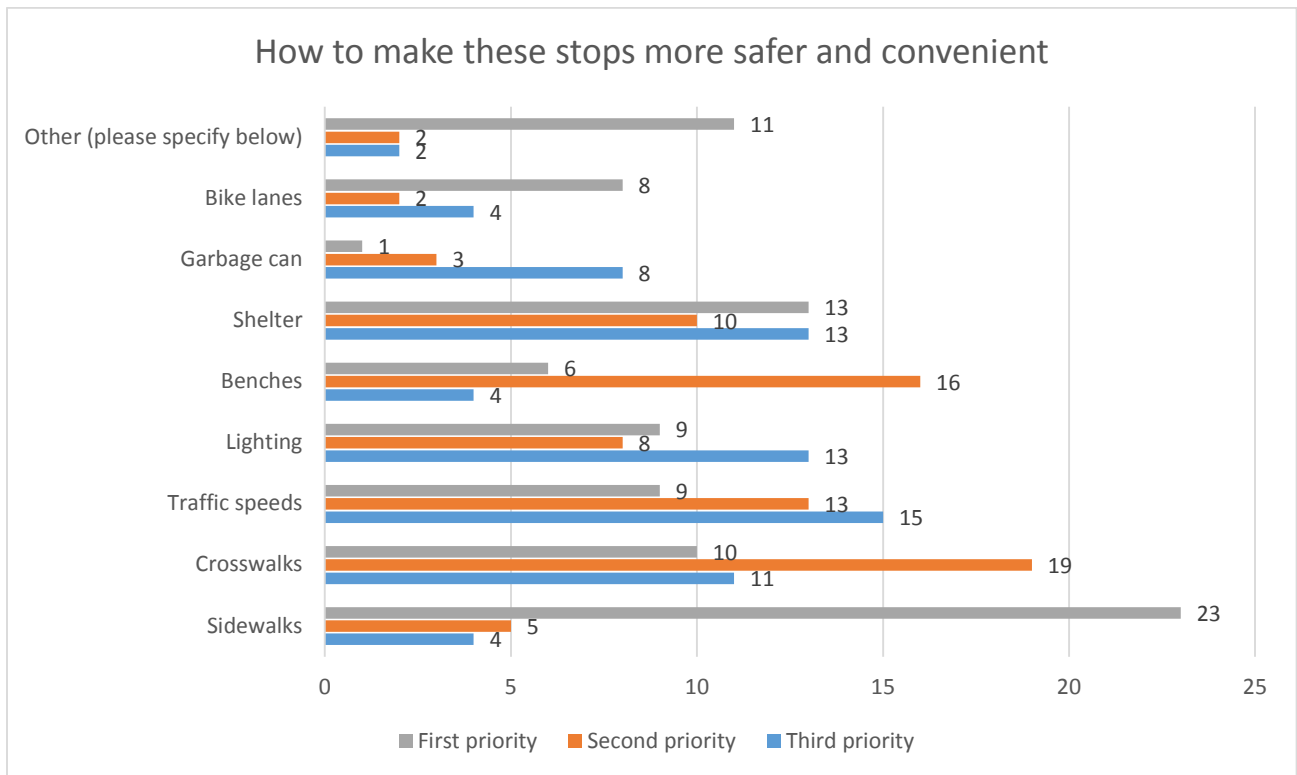
Question 43, 46, 50, 53, 56 & 59:

Which bus line 87 stop do you use the most in the study area? Please write the cross-streets, Stop ID#, or a landmark (such as a business) for just one study area line 87 bus stop?

(Under Construction) This is to be a map with the identified bus stops.

Question 44, 47, 51, 54, 57 & 60:

Please tell us how we could help make your stop safer and more convenient.



This question asked for respondents to rank their priorities of how we could make a stop safer and more convenient. Questions were consolidated so that all answers were included to be statistically significant. A total of 422 answers were collected and were given the option to select multiple choices. The top priority for bus line 87 are crosswalks with 40 responses. The second priority for bus line 87 are traffic speeds with 37 responses and the third priority for bus line 20 are shelters with 36 responses. The graph maps the response counts. The table below breaks down the answers and numbers of who responded to this question.

Answer Options	First priority	Second priority	Third priority	Response Count
Sidewalks	23	5	4	32
Crosswalks	10	19	11	40
Traffic speeds	9	13	15	37
Lighting	9	8	13	30
Benches	6	16	4	26
Shelter	13	10	13	36
Garbage can	1	3	8	12
Bike lanes	8	2	4	14
Other (please specify below)	11	2	2	15
<i>answered question</i>				242
<i>average skipped question</i>				680

Question 45, 48, 55 & 58:

Do you use another bus line 87 stop in the study area that you would like to tell us about?

This question asks if the respondents would like to tell us about another bus stop along the bus line 87 route. Questions were consolidated so that all answers were included to be statistically significant. A total of 117 responses were collected. About 86% answered no and 14% answered yes. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	13.7%	16
No	86.3%	101
<i>answered question</i>		117
<i>skipped question</i>		666

Question 49 & 52:

Are there any line 87 bus stops that you do not already use in the study area, that you would consider using if improvements were made to bus service, the stops, or features such as crosswalks or sidewalks that would connect you more safely and conveniently to where you would go?

This question ask if the respondents would like to tell us about another bus stop along the bus line 87 route in future if there were improvements. A total of 46 answered this question. About 92% answered no and 8% answered yes. The table breaks down the answers, percent and numbers of who responded to this question.

Answer Options	Response Percent	Response Count
Yes	8.2%	4
No	91.8%	45
<i>answered question</i>		49
<i>skipped question</i>		671

Help us Identify How to Set Priorities and Weight Our Criteria

Question 61:

How should we choose the best projects from all of the public feedback we receive?

Please choose two factors or add your own:

- Improves traffic safety; Improves personal security;
- Makes it easier to get to bus stops;
- Makes it easier to get to key places - school, park, grocery store, clinic, daily services;
- Benefits people of color, low income households, people with disabilities, etc; Identified previously as a community priority;
- Improves convenience of walking and biking in your neighborhood;
- Improves bus speed and reliability.

How should we choose the best projects from all of the public feedback we receive? Please choose two factors or add your own:					
Answer Options	First priority	Second priority	First priority (%)	Second priority (%)	Response Count
Improves traffic safety	79	47	17%	10%	126
Improves personal security	84	62	18%	14%	146
Makes it easier to get to bus stops	28	42	6%	9%	70
Makes it easier to get to key places; school, park, grocery store, clinic, daily services	73	76	16%	17%	149
Benefits people of color, low income households, people with disabilities, etc.	59	57	13%	12%	116
Identified previously as a community priority	14	17	3%	4%	31
Improves walking and biking in your neighborhood	48	39	10%	9%	87
Improves bus speed and reliability	70	80	15%	17%	150
<i>answered question</i>					458
<i>skipped question</i>					237

This question address how to choose projects that best fit from public feedback. Respondents were able to select two options or contribute their own ideas and rank their priorities. The top priority is to improve bus speed and reliability with 150 responses, but the margin of answers were less than 0.02 of the weighted average. A total of 460 answered this question. The graph maps the weighted average. Comments the public identified outside of the options provided were to include project such as art and the design/cleanliness of the bus stops. The table breaks down the answers, percent and numbers of who responded to this question.