2014

MPA Capstone Project

**FINAL REPORT
GET THERE! BY 5 SURVEY: 2014 MOBILITY
ISSUES IN CHITTENDEN COUNTY**

Shanai Heber, Brady Hoffman, & Pam Smith

April 27, 2014

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2014 MPA Capstone Project: Access and Equity in Transportation
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Problem Statement

Previous research by Dr. Pablo S. Bose, Department of Geology (2010, 2011, 2013), at the University of Vermont suggests that transportation is one of the key challenges to immigrants, refugees, and other low income members of the general population in Vermont. These groups face mobility difficulties related to routine, daily activities, such as getting to work, medical appointments, school, shopping for groceries and other essentials, and access to social events (Bose, 2013).

This survey was designed to gather data to support the evidence surrounding transportation difficulties and to explore potential solutions for low income and immigrant/refugee families with children, birth to age 5, in Chittenden County who face mobility and or transportation challenges.

Resource Providers

In 2013, "Get There! Transportation Group," a network of stakeholders organized by Child Care Resource Center in Williston, VT, was formed to address transportation concerns for families with young children. Among the network member are Car Share VT, CCTA, SSTA, CCRPC, Vermont Family Network and CVOEO.

Last year the group contacted the Transportation Research Center for assistance in gathering evidence, in the form of a survey, which would allow them to advocate for policy changes and resources to support their efforts. Under the guidance of Dr. Pablo Bose and his assistant Sammi Ibraham, a team of three graduate students from the UVM's MPA Capstone Project designed a survey and assisted in its administration.

Methodology

1. Survey design – Based on an initial meeting with GET THERE!'s facilitator, Julianne Nickerson, the graduate student team developed a set of Likert scale based questions and open ended survey questions. The network members had some specific questions that they wanted included in the survey instrument, along with the desire to limit the length of participant completion time to less than five minutes. It was decided that the most effective way to reach the target group would be through a paper survey, administered with the assistance of the network members, rather than electronically.

2. Survey Schedule – a survey implementation schedule (Appendix A) outlining the starting and completion date of each phase of the project, along with each group's responsibilities was sent to all participants.
3. Preliminary and secondary survey design – a preliminary set of survey questions was sent to network members for review feedback. Based on responses, changes were made to the initial survey instrument.
4. Survey test – Prior to distribution of the final survey instrument, network members had a small number of clients complete the survey test.   A test survey reflection was provided as part of this process (Appendix C) to assess any potential difficulties.
5. Survey Key- a cheat sheet to help our community partners understand the purpose and goal of each question (Appendix B)
6. Final survey design and administration – based on feedback from the previous step, a final survey instrument (Appendix D) was developed and provided to all network members for distribution to clients.
7. Coding Template – Using IBM's Statistical Package for the Social Sciences (SPSS version 21), the graduate students designed a coding template and created a code book (Appendix E).
8. Data collection – the survey is presently in the field for distribution to clients. The end of the Spring 2014 semester limits the remaining time for data coding and analysis by the graduate student team.

Findings

Stumbling blocks – The 18 day CCTA bus strike created hesitation to administer the survey test. Some of the community partners thought it would be best to wait a few weeks after the CCTA strike ended, however due to time constraints it was difficult to satisfy those needs. This hesitation set us back a few days but with help from Julianne and Pablo Bose we were able to get back on track in a timely manner.

Design challenges – the network's members desire to rush to get the survey instrument out (lack of understanding of the process), rather than to go through a preliminary design and testing phase, was a challenge.

Survey Test- Based on the survey test results many families and individuals are highly dependent on the CCTA Bus and are not aware of other transportation resources in the community.

Get There and MPA Collaboration

The ability to work with a diverse group of community partners was a very valuable experience. Collaboration often times comes with conflict but we were able to resolve those minimal issues by wagering our communication dynamics. Julianne Nickerson was our contact person from Get There and initially she would forward emails to the entire group; which then led to other Get There members replying to the entire group. This led to scattered and delayed responses because our lines of communication was not structured. We agreed to have all communication directed to

one team member who would then report out to Get There and each team member. This enabled our group to interact and coordinate with Get There more effectively.

Julianne Nickerson served as Get There's main line of communication and helped push the process along in a timely manner. Julianne understood her role and the basics of the project but we were unable to retrieve specific details that was needed to formulate our project demands. Such as sample size, where the sample resides (Greater Burlington or all of Chittenden County), and how Get There plans to administer the survey in specifics. Maybe there was a member of Get There who knew the details whom we should have coordinated with; or conducting research of the sample population should have been placed in our work plan. Due to time constraints we were unable to fulfill those needs and this led to some delay and confusion in building the survey instrument. Nonetheless we were able to complete the project and give Get There a great start to their next steps.

Recommendations

Our team recommends following a set of project guidelines when working with community partners. The need for clear, orderly communication between the community partners and our team became very apparent early on in the process. A work plan (Appendix B) was provided to the partners in the initial stages, highlighting seven main steps of the process and each group's responsibilities. We were fortunate to have an active, committed network of community partners who followed the work plan, however, to keep information flowing smoothly, we opted to have all communication from partners directed to one lead team member for further distribution to the other grad students.

To complement the survey findings we would suggest capitalizing on existing data including a possible partnership with the Center for Rural Studies in the form of a grant to analyze existing data. Visit bbfdata.com for an integrated online toolbox that equips Vermonters to leverage meaningful data (national, state, and local) for the well-being of children, families, and communities. Additionally, the further use of MPA Capstone students in the future to develop possible policy recommendations resulting from the information driven from the survey may prove to be advantageous for moving forward with local development.

We also encourage the GET THERE! transportation group to continue with their present strategy of periodic meetings and suggest additional coalition building with other groups who may have a similar mission. In regards to continued partnership with the MPA Capstone class we would recommend having the MPA student group attend a Get There meeting prior to starting the project. Get There is comprised of diverse leaders in various organizations that meet once a month; due to timing our group was unable to attend. However if notified or recommended earlier our probability of attending would have been higher. Second to that notion would be to invite a member of Get There to the first day of class so everyone can ask questions and get a better feel for the proposed project. This would eliminate any time conflicts and enable the team to use the time with community partners more productively.

Further Action

The survey results will be completed at a duration of 4weeks following the start date of survey implementation. The data will then be sent to Sammi Ibraham, to be coded and disseminated to usable information. The timeline of the data dissemination will be outlined by Sammi Ibraham and Dr. Pablo S. Bose following the completion of the survey with Get There!. Provided in this document is a copy of the code book.

Conclusion

As students in the MPA program at the University of Vermont, we are exposed to various methods and experiences that allow us to participate in an experiential learning process. For the capstone project of the MPA program, we as group designed and assisted in the implementation of the survey "GetThere! By 5". The project goal was to gather data to support the evidence surrounding transportation difficulties for low income and immigrant/refugee families in Chittenden County who face mobility and or transportation challenges. Our parent organization in this process was GetThere!, a network of partners committed to improving access to transportation for this population.

Over several months, we collaborated and developed a usable survey that fit the needs of the GetThere! stakeholders.   As a collaborative project, we taught each other the importance of communication, scope, and timelines throughout the project to help ensure an effective product. The initial discussion surrounding survey content, scope and timeframe, required some healthy debate. We were able to, as a student group, work with our community partners to set reasonable expectations goals for the survey. One aspect of the process that proved incredibly effective was electing a leader from the student group and from GetThere! who acted as the primary points of contact.   In the future we could further develop the relationship by meeting directly with all partners to avoid confusion and combat concerns before they turn in to problems.

As the MPA student group, we were able to successfully launch the "GetThere! By 5" survey and meet our set goals and expectations as previously agreed upon with GetThere!. Following the data collection, which will be delivered to the Transportation Research Center, Sammi Ibraham will become the primary contact for "GetThere! By 5", coordinating the data analysis and doing the final reporting. Some points of discussion that may be further explored at the culmination of the project could include areas for further research, looking at specific populations gathered by this general survey and exploring the utilization of outside resources to develop further programing for GetThere!. One major strength of this survey is its ability to capture multiple socio-economic populations. Upon reviewing the survey implementation process, ensuring the data collection was in-fact effective, this demographic data may help GetThere! acquire unique funding for specific populations.

References

Bose, P. S. (2011). *Transportation, Equity, and Communities at Risk: Refugee Popluation and Transportation Accessibility in Vermont.* Burlington: University of Vermont.

Bose, P. S. (2012). *Refugees and Transportation in Vermont: Travel Behavior and Critical Questions Based on Gender, Age, and Transportaion Heirarchies.* Burlington: University of Vermont.

Bose, P. S. (2013). Buiding sustainable communities: immigrants and mobility in vermont. *Research in Transportaion and Business Management 7*, 81-90. Retrieved from http://dx.doi.org/10.1016/j.rtbm.2013.03.006

GET THERE! BY 5 SURVEY SCHEDULE 2014

PROJECT/EVENT	GET THERE! BY 5 SURVEY
ORGANIZER	SHANAI HEBER, PAM SMITH, BRADY M. HOFFMAN

This survey is designed to gather data to support the evidence surrounding transportation difficulties for low income and immigrant/refugee families in Chittenden County who face mobility and or transportation challenges.

PROJECT PHASE	STARTING	ENDING	PROJECT PHASE	STARTING	ENDING
PRELIMINARY SURVEY DESIGN	2.25.2014	3.14.2014	DATA COLLECTION	5.9.2014	5.12.2014
SURVEY FEEDBACK FROM PARTNERS	3.14.2014	3.20.2014	DATA CODING TBA	[Select Date]	[Select Date]
SECONDARY SURVEY DESIGN	3.21.2014	3.25.2014	DEMOGRAPHICAL ANALYSIS TBA	[Select Date]	[Select Date]
SURVEY TEST	3.26.2014	4.2.2014	DATA ANALYSIS TBA	[Select Date]	[Select Date]
FINAL SURVEY DESIGN	4.3.2014	4.10.2014	WRITTEN REPORT PREP TBA	[Select Date]	[Select Date]
FINAL SURVEY ADMINISTRATION	4.16.2014	5.9.2014	WRITTEN REPORT FINAL TBA	[Select Date]	[Select Date]
CODING TEMPLATE FOR DATA	4.21.2014	4.25.2014	PRESENT REPORT TO PARTNERS TBA	[Select Date]	[Select Date]

FEBRUARY							MARCH							APRIL							MAY							JUNE							JULY						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
					1	2						1	2		1	2	3	4	5	6				1	2	3	4							1		1	2	3	4	5	6
3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
10	11	12	13	14	15	16	10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
24	25	26	27	28			24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							31																					30													

Appendix B - GET THERE! by 5 survey instruction schedule

GET THERE! BY 5 SURVEY INSTRUCTION SCHEDULE 2014

PRELIMLINARY SURVEY DESIGN

In this first phase of survey design our group will work with Get There! to develop questions and responses for the survey to be distributed to stakeholders for review. This initial draft will be used as the foundation to develop a test survey for the Get There! In this draft questions will be design to gather demographical information, transportation information, and current transportation issues. This is a crucial phase in developing an open relationship between the survey designers and stakeholders, providing stakeholders the opportunity to provide feedback on the information being collected by the survey. The survey packet will be delivered to Get There! on March 14th, 2014 including timeline, description, expectations, and sought outcomes.

SURVEY FEEDBACK

During this phase it is the expectation that Get There! will review the survey questions and responses with stakeholders and provide written feedback to the survey designers. It is crucial during this phase that Get There! communicate any questions or concerns with the project lead Shanai Heber. Any comments and or remarks must be submitted to the survey designers on March 21, 2014 for review and edits before the test survey is released.

SECONDARY SURVEY DESIGN

 In this phase the survey design team will review comments from stakeholders, revising, and editing the survey as needed. During this time any concerns or questions regarding the survey and or implementation of survey collection should be asked before the survey is released. This phase of survey design will be produced to Get There! on March 25th, 2014.

SURVEY TEST

This phase is an opportunity to test a working survey before it becomes an active product. During this phase Get There! will select a sample target audience that will be administered the survey. During the test phase Get There! will be able to practice survey administration techniques, and reflect on the process to ensure the appropriate resources are available during the live survey. Survey administrators will also be asked to provide feedback on questions and experience. The provided reflective worksheet will provide guided questions to survey administrators that will help ensure the survey is meeting its goal. The survey test will also provide details on the effectiveness of the survey design and questions. The information gathered will be produced to the survey designers for review during the final survey design phase. This will also be the final opportunity for stakeholders to provide feedback and comments on the survey. All data associated with the test will be due to the survey team by April 3rd, 2014.

FINAL SURVEY FEEDBACK

During final design phase the survey team will evaluate and analyze the test survey data, reflecting on the raw data and the survey administrator reflections. The team will also review any final comments and questions regarding survey design, making final edits to the survey instrument. During this phase the team will also provide any additionally needed resources to Get There! in regards to the how to of survey implementation. The final survey will be released to Get There! on April 10th, 2014.

FINAL SURVEY ADMINISTRATION/DATA COLLECTION

On April 10th, 2014 a final copy of the Get There! by 5 survey will be released for distribution and administration. The design accommodates those individuals who may seek services at the beginning or at the end of the month. The duration of this survey implementation will allow various target audiences to be captured throughout an entire cycle of need, one month. The planned administration period of this survey is roughly four weeks ending May 9th, 2014. Following the completion of the survey Get There! will be responsible for gathering all completed surveys and delivering them to Pablo Shiladitva Bose at the UVM Transportation Research Center by May 12th, 2014. Pablo will provide an updated timeline from that point forward.

DATA CODING TEMPLATE
During the survey implementation the survey design team will design a template for coding the collected data.

GET THERE! BY 5 SURVEY

Test Survey Reflection

1) Were any questions **confusing**? What questions were they? Why were they confusing?

2) Were any questions too **general**? What question were they? Why?

3) Were any questions too **specific**? What questions were they? Why?

4) Were there any **barriers** in **administering** the survey? What were they? Why?

5) Additional Comments, Suggestions, or Concerns?

Appendix D – Survey Instrument

GET THERE! BY 5 SURVEY: 2014 MOBILITY ISSUES IN CHITTENDEN COUNTY

Q1. Do you think transportation services should be improved in Chittenden County?

a) Yes
b) No

If response is (B) skip to question 3 (Q3).

Q2. In what way do you think transportation services in Chittenden County can be improved?

_____
_____
_____

Q3. To what destinations do you need transportation? Select all that apply.

a) Work
b) Childcare
c) School
d) Grocery Shopping
e) Healthcare Facility(Doctor's Office)
f) Social Events
g) Other (specify)_____

Q4. What form of transportation do you currently use to travel to that destination?

_____

Q5. How often do you have difficulty getting where you need to go?

a) Always
b) Very Frequently
c) Occasionally
d) Rarely
e) Very Rarely
f) Never

If response is (F) skip to question 6 (Q7).

Q6. Why do you have difficulty getting where you need to go?

_____
_____
_____
_____

Q7. Carpooling is sharing a car so more than one person can travel to a destination. Would you carpool?

a) Yes
b) No

If response is (A) skip to question 9 (Q9).

Q8. What are the reasons why you would NOT carpool?

_____
_____
_____
_____

Q9. Which transportation services are you aware of? Select all that apply.

a) CarShare Vermont
b) Go Vermont (Zimride)
c) Vanpools
d) CCTA (Bus)
e) SSTA
f) None of the above

Q10. Which transportation services would you like to learn more about? Select all that apply.

a) Carshare Vermont
b) Go Vermont (Zimride)
c) Vanpools
d) CCTA (Bus)
e) SSTA
f) None of the above

Q11. Which transportation services have you used in the last 12 months? Select all that apply.

a) CarShare Vermont
b) Go Vermont (Zimride)
c) Vanpools
d) CCTA (Bus)
e) SSTA
f) Other (Specify)_____
g) None of the above

GET THERE! BY 5 SURVEY: 2014 MOBILITY ISSUES IN CHITTENDEN COUNTY

D1. What is the highest level of education you completed?

- a) Less than 9th grade
- b) 9th-12th grade (no diploma)
- c) High School Graduate (including GED)
- d) Some college (no degree)
- e) Associates/Technical degree
- f) Bachelor degree
- g) Post graduate/Professional

D2. How many family members live in your household?

_____

D3. How many people in your household are under the age of 18?

_____

D4. How many years have you lived in Vermont?

_____

D5. In what year were you born?

_____

D6. What town in Chittenden County do you live in?

A. Bolton	G. Huntington	N. St. George
B. Burlington	H. Jericho	O. Westford
C. Colchester	J. Milton	P. Winooski
D. Charlotte	K. Richmond	Q. Underhill
8E. Essex	L. Shelburne	
F. Hinesburg	M. South Burlington	

D7. Please indicate your household TOTAL income in 2013.

- a) Less than $10,000 b)
- $10,001 to $25,000 c)
- $25,001 to $30,000 d)
- $30,001 to $50,000 e)
- $50,001 to $100,000 f)
-     More than $100,000

D8. Please indicate the race category you identify with.

- a) White
- b) Black or African American
- c) Hispanic, Latino, or Spanish origin
- d) American Indian or Eskimo
- e) Asian or Pacific Islander
- f) Other (Specify)_____

D9. Please indicate your gender.

- a) Male
- b) Female
- c) Other_____

Thank you for your time.

Your participation is valuable to our study.

[CODED]

GET THERE! BY 5 SURVEY: 2014 MOBILITY ISSUES IN CHITTENDEN COUNTY

[Q1-Improve] — Q1. Do you think transportation services should be improved in Chittenden County?

1 a) Yes
2 b) No

If response is (B) skip to question 3 (Q3).

[Q2a-x1]
Q2a x2
Q2a-x3

Q2. In what way do you think transportation services in Chittenden County can be improved?

_____
_____
_____

Q3. To what destinations do you need transportation? Select all that apply.

Q3 a) Work
Q3 b) Childcare
Q3 c) School
Q3 d) Grocery Shopping
Q3 e) Healthcare Facility(Doctor's Office)
Q3 f) Social Events
Q3 g) Other (specify)_____

[Q4 a - car] → Q4. What form of transportation do you currently use to travel to that destination?
[Q4 b - Bus]
Q4c - Bike
Q4d - Other

_____

Q5. How often do you have difficulty getting where you need to go?

[Q5-Difficulty]
1 a) Always
2 b) Very Frequently
3 c) Occasionally
4 d) Rarely
5 e) Very Rarely
6 f) Never

If response is (F) skip to question 6 (Q7).

Q6. Why do you have difficulty getting where you need to go?

[Q6a - transportation resource limits]
Q6b - no car
Q6c - bus problems

_____
_____
_____

Q7. Carpooling is sharing a car so more than one person can travel to a destination. Would you carpool? [Q7-Carpool]

1 a) Yes
2 b) No

If response is (A) skip to question 9 (Q9).

Q8. What are the reasons why you would NOT carpool?

Q8a - unaware
Q8b - big family
Q8c - uncomfortable

_____
_____
_____

Q9. Which transportation services are you aware of? Select all that apply.

Q9 a) CarShare Vermont
Q9 b) Go Vermont (Zimride)
Q9 c) Vanpools
Q9 d) CCTA (Bus)
Q9 e) SSTA
Q9 f) None of the above

Q10. Which transportation services would you like to learn more about? Select all that apply.

Q10 a) Carshare Vermont
Q10 b) Go Vermont (Zimride)
Q10 c) Vanpools
Q10 d) CCTA (Bus)
Q10 e) SSTA
Q10 f) None of the above

Q11. Which transportation services have you used in the last 12 months? Select all that apply.

Q11 a) CarShare Vermont
Q11 b) Go Vermont (Zimride)
Q11 c) Vanpools
Q11 d) CCTA (Bus)
Q11 e) SSTA
Q11 f) Other (Specify)_____
Q11 g) None of the above

[CODED]

GET THERE! BY 5 SURVEY: 2014 MOBILITY ISSUES IN CHITTENDEN COUNTY

[D1 - Education]

D1. What is the highest level of education you completed?

- 1 a) Less than 9th grade
- 2 b) 9th-12th grade (no diploma)
- 3 c) High School Graduate (including GED)
- 4 d) Some college (no degree)
- 5 e) Associates/Technical degree
- 6 f) Bachelor degree
- 7 g) Post graduate/Professional

[D2 - HH members]

D2. How many family members live in your household?

_____

[D3 - Kids]

D3. How many people in your household are under the age of 18?

_____

[D4 - Years in VT]

D4. How many years have you lived in Vermont?

_____

[D5 - Year Born]

D5. In what year were you born?

_____

[D6 - Town]

D6. What town in Chittenden County do you live in?

1 A. Bolton	7 G. Huntington	13 N. St. George
2 B. Burlington	8 H. Jericho	14 O. Westford
3 C. Colchester	9 J. Milton	15 P. Winooski
4 D. Charlotte	10 K. Richmond	16 Q. Underhill
5 8E. Essex	11 L. Shelburne	
6 F. Hinesburg	12 M. South Burlington	

[D7 - Income]

D7. Please indicate your household TOTAL income in 2013.

- 1 a) Less than $10,000
- 2 b) $10,001 to $25,000
- 3 c) $25,001 to $30,000
- 4 d) $30,001 to $50,000
- 5 e) $50,001 to $100,000
- 6 f) More than $100,000

[D8 - Race]

D8. Please indicate the race category you identify with.

- 1 a) White
- 2 b) Black or African American
- 3 c) Hispanic, Latino, or Spanish origin
- 4 d) American Indian or Eskimo
- 5 e) Asian or Pacific Islander
- 6 f) Other (Specify)_____ D8a - Other

[D9 - Gender]

D9. Please indicate your gender.

- 1 a) Male
- 2 b) Female
- 3 c) Other_____ D9a - other

Thank you for your time.

Your participation is valuable to our study.

Appendix F – Get There! by 5 Survey Key

Get There Survey Key

Q1, Q2- Helps build rapport

Q3- Destinations where transportation is needed (not walkable)

Q4- Open ended response to what type of transportation currently used

Q5- Likert Scale of transportation barriers

Q6- Open ended response is best suited for this question so we can understand the dynamics of their transportation difficulties.

Q7- Potential use of carpooling.

Q8- Open ended response will help comprehend why one would not carpool

Q9- Transportation services one is aware of (*Eliminated local motion (biking/walking) because it is not a transportation service. May confuse the respondent.)

Q10- Transportation service one would like to learn more about ("..")

Q11- Transportation service used in the last year ("..")

Demographics

D1- Education

D2- Members in one household

D3- Children/dependents in one household

D4- How long one has lived in Vermont

D5- Age. People are more likely to tell the truth about the year they were born than their actual age. We believe this is an important demographic question.

D6- Part of town one resides

D7- Income

D8- Race

D9- Gender (*We didn't want to use labels for nontraditional ways of self-identifying; "Other" option available for respondent to use. Space available to specify but not mandated.)

Get There by 5 Survey Administration Instructions

Pre-Administration

1. **Print survey on a single page- front and back**
2. **Each member of Get There should label their organization on each completed survey so we can document where each survey was completed.**

Administration

3. **Guide the respondent through each question, if respondent is confused use the Survey Key to clarify a question.**
4. **Make sure respondent completes open ended responses, this will give you the specifics and details you need to implement potential change.**

Post Administration

5. **Get There members should compile all completed surveys in one file/folder and give to Julianne once all surveys are out of the field.**
6. **We recommend that Julianne compile all survey instruments and give back to Sammie Ibrahim.**

Note- Goal is to complete 400 surveys. Statistical accuracy is a function of the sample size. A sample size of 400 gives a statistical accuracy of ±5%. This will give you a higher probability of having statistically significant data.

GET THERE! BY 5 SURVEY: 2014 MOBILITY ISSUES IN CHITTENDEN COUNTY

Q1. Do you have a driver's license?

    a) Yes
    b) No

Q2. Do you own a car?

    a) Yes
    b) No

Q3. What form of transportation do you use most?

    a) Car
    b) Bus
    c) Bike
    d) Other (Specify)_____

Q4. Why do you use this form of transportation? Select all that apply.

    a) Work
    b) Childcare
    c) School
    d) Doctor's Office
    e) Grocery Shopping
    f) Social Events
    g) Other(Specify)_____

Q5. How often is transportation a problem?

    a) Always
    b) Very Frequently
    c) Occasionally
    d) Rarely
    e) Very Rarely
    f) Never

If response is F skip to question 7 (Q7).

Q6. Why is transportation a problem?

    a) Cost (gas prices, car insurance, bus fare)
    b) No access to transportation (no car, no bike, no mass transit nearby)
    c) Public transportation scheduling (bus does not fit into schedule)
    d) No working car or bike
    e) Health reasons
    f) Other_____

Q7. Carpooling is the sharing of a car journey so more than one person can travel in a car. Would you carpool to get where you need to go?

    a) Yes
    b) No

If response is (A) skip to question 9.

Q8. What are the reasons why you would NOT carpool to get where you need to go?

_____
_____
_____

Q9. Which transportation services are you aware of? Select all that apply.

a) GET THERE
b) CarShareVT
c) Ride Share
d) CCTA (Bus)
e) SSTA
f) United Way Volunteer Driver Program
g) None of the above

Q10. Which transportation services would you like to learn more about? Select all that apply.

a) GET THERE
b) CarshareVT
c) Rideshare
d) CCTA (Bus)
e) SSTA
f) United Way Volunteer Driver Program
g) None of the above

Q11. Which transportation service have you used in the last 12 months? Select all that apply.

a) GET THERE
b) CarShareVT
c) RideShare
d) CCTA (Bus)
e) SSTA
f) United Way Volunteer Driver Program
g) None of the above

DEMOGRAPHICS

D1. What is the highest level of education you completed?

a) <9th grade
b) 9th-12th grade (no diploma)
c) High School Graduate (including GED)
d) Some college (no degree)
e) Associates/Technical
f) Bachelor
g) Post graduate/Professional

D2. How many members live in your household?

_____

D3. How many people in your household are under the age of 18?

_____

D4. How many years have you lived in Vermont?

_____

D5. In what year were you born?

_____

D6. What part of town do you live in?

a) Old North End
b) New North End
c) South End
d) Downtown
e) Hill Section
f) Other

7. Please indicate your household TOTAL income in 2013.

a) Less than $10,000
b) 10,001 to $25,000

    c) $25,001 to $30,000
    d) $30,001 to $50,000
    e) $50,001 to $100,000
    f) More than $100,000

D8. Please indicate the race category you identify with.

    a) White
    b) Black or African American
    c) Hispanic, Latino, or Spanish origin
    d) American Indian or Eskimo
    e) Asian or Pacific Islander
    f) Other (Specify)_____

D9. Please indicate your gender.

    a) Male
    b) Female