

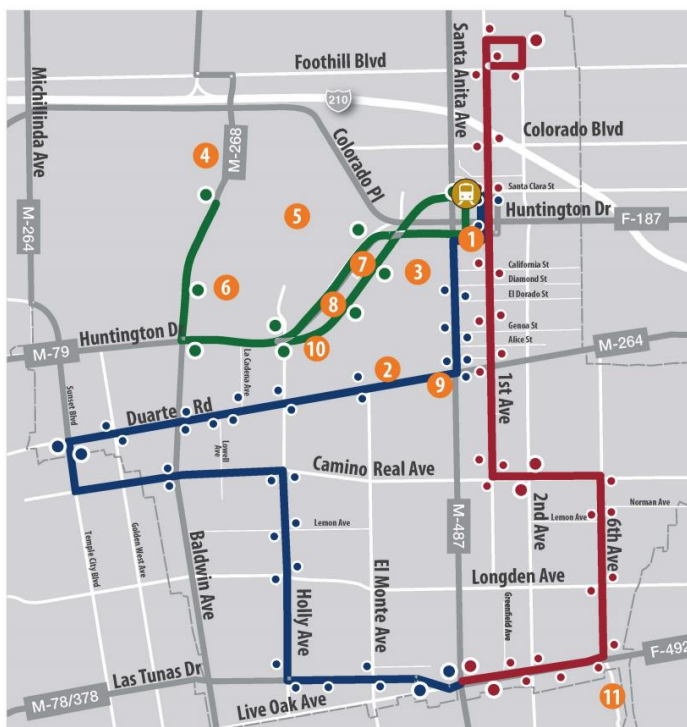
Arcadia Community Transportation Survey

Thank you for your interest in helping us improve public transportation in Arcadia! Your input on this survey will help the Project Team develop recommendations to improve transit in Arcadia.

The City of Arcadia Development Services Department is conducting a strategic assessment of the transportation services the City provides and would like to better understand your transportation needs. The City manages Arcadia Transit, which provides two services:

Fixed-Route Bus: Bus service is provided along three set routes and operates according to a predetermined schedule. The three fixed-route bus routes are the Green Line, Blue Line, and Red Line, pictured below.

Dial-A-Ride: Curb-to-curb transportation for eligible riders to any destination within City limits. To be eligible for Arcadia Transit Dial-A-Ride services, you must be a City resident that is 1) 62 years of age or older or 2) has a disability.



Arcadia's fixed-route bus service connecting residents and visitors with popular destinations

- 1 Downtown Arcadia
- 2 Arcadia High School
- 3 Arcadia County Park
- 4 LA County Arboretum
- 5 Santa Anita Race Track
- 6 The Shops at Santa Anita
- 7 Arcadia City Hall/Police Station
- 8 USC Arcadia Hospital
- 9 Arcadia Public Library
- 10 Arcadia Community Center
- 11 Arcadia Par-3 Golf Course
-  Arcadia Metro Rail Station
-  Arcadia Municipal Boundary
-  Blue Line (Duarte/Las Tunas)
-  Blue Line Stop
-  Red Line (1st Ave/6th Ave)
-  Red Line Stop
-  Green Line (Huntington/Baldwin)
-  Green Line Stop
-  Metro Bus Lines
-  Foothill Transit Bus Lines

Visit the Arcadia Transit website at ArcadiaCA.gov/Transit for more information about these existing transit services.

Travel Behavior

1. What is your relationship with the City of Arcadia?

- a. I live in Arcadia and work in Arcadia
- b. I live and work in Arcadia, but do not commute to work (i.e., remote work, home office)
- c. I live in Arcadia and work elsewhere
- d. I live in Arcadia and am currently not employed
- e. I work in Arcadia and live elsewhere
- f. I go to school in Arcadia
- g. I am a visitor/other

2. Are you a parent of one or more children enrolled in school in Arcadia?

- a. Yes
- b. No
- c. Prefer not to answer

3. On a typical day, how do you normally get where you need to go? *Select all that apply.*

- Drive alone
- Drive with others (carpool with coworkers, family, friends, etc. or vanpool)
- Bus
- Train
- Bicycle
- Walk or roll (using a mobility device such as a wheelchair)
- Uber/Lyft/taxi
- Arcadia Dial-A-Ride
- Other (e.g. manual or electric scooter, e-bike) *Please specify*

4. How often do you travel to the following local destinations?

	Weekly	Monthly	A few times a year	Rarely or never
Arcadia Light Rail Train Station (Metro A Line)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USC Arcadia Hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Santa Anita Park (racetrack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Shops at Santa Anita Mall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LA County Arboretum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arcadia Community Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arcadia High School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arcadia Public Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arcadia Hub Shopping Center (Baldwin Ave & Naomi Ave)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical Office Building (612-622 W. Duarte Rd)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Arcadia District (Huntington Drive & First Ave)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H Mart Arcadia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How often do you travel to the following regional destinations via the Metro A Line? *Please skip this question if you do not take the Metro A Line.*

	Weekdays				Weekends			
	<i>Weekly</i>	<i>Monthly</i>	<i>A few times a year</i>	<i>Rarely or never</i>	<i>Weekly</i>	<i>Monthly</i>	<i>A few times a year</i>	<i>Rarely or never</i>
Azusa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Los Angeles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duarte	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monrovia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pasadena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How familiar are you with the following public transportation options in Arcadia?

	Not familiar	Somewhat familiar	Very familiar
Arcadia Transit fixed-route bus services (Green, Blue, and Red lines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dial-A-Ride for seniors and persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metro (Metro A Line, bus lines 179 and 287)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foothill Transit (bus lines 187 and 270)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How often do you use Arcadia Transit services?

	Weekly	Monthly	A few times a year	Rarely or never	I used to but don't anymore	Not eligible for Dial-A-Ride
Arcadia Transit fixed-route bus services (Green, Blue, and Red lines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dial-A-Ride for seniors and persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. When considering taking a fixed-route bus, (a bus that operates along a set route according to a predetermined schedule) what are the three most important features to you? *Select the top three most important features from the list below.*

- Affordability/cost
- Availability of seats
- Comfort (bus and bus stops)
- Connections to other transit services (e.g. Metro A Line)
- Convenience (proximity of bus stop to your home and/or destination)
- Ease of payment
- Frequency (how often a bus comes)
- Hours of operation
- Physical accessibility (bus and bus stops)
- Reliability (consistent and on-time arrival and departure)
- Safety
- Travel time
- I have not considered/will not consider Arcadia Transit Fixed-Route

9. When considering taking Dial-A-Ride, what are the three most important features to you? *Select the top three most important features from the list below.*

- Affordability/cost
- Availability of trip reservations
- Comfort of bus
- Customer service
- Ease of payment
- Hours of operation
- Physical accessibility of bus
- Pre-registration process (applying to confirm eligibility status)
- Reliability (consistent and on-time arrival and departure)
- Trip reservation process
- I have not considered/will not consider Dial-A-Ride

10. What top three reasons best describe why you don't ride Arcadia Transit often or at all? *Select the top three most important reasons from the list below.*

- Arcadia Transit is too slow
- Does not come often enough
- Does not run early or late enough
- No routes between home and where I need to go or no nearby stops
- I was not aware of Arcadia Transit services
- I don't know how to use transit
- It is difficult to transfer between providers
- Uncomfortable riding for health reasons
- I don't feel safe riding public transit/I don't think transit is safe
- Arcadia Transit service is unreliable
- I prefer to drive myself
- Costs too much
- Not applicable – I regularly ride Arcadia Transit

Transit Experience

If you are an Arcadia Transit rider, please answer the following questions. If you do not ride Arcadia Transit, feel free to skip.

11. How would you rate the quality of existing Arcadia Transit fixed-route bus services (Green, Blue, and Red Lines) in the following areas?

	Needs significant improvement	Needs some improvement	Needs little to no improvement	Not sure
Affordability/cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of seats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort (bus and bus stop)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connections to other transit services (e.g. Metro A Line)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience (proximity of bus stop to your home and/or destination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency (how often a bus comes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical accessibility (bus and bust stops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability (consistent and on-time arrival and departure)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How would you rate the quality of existing Arcadia Transit Dial-A-Ride services in the following areas? Skip this question if you are not eligible for Arcadia Transit Dial-A-Ride.

	Needs significant improvement	Needs some improvement	Needs little to no improvement	Not sure
Affordability/cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of trip reservations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical accessibility of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-registration process (applying to confirm eligibility status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability (consistent and on-time arrival and departure)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trip reservation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Are there any existing Arcadia Transit fixed-route bus services you wish ran more frequently (less time between buses)? Select all that apply.

- Blue Line
- Green Line
- Red Line

14. Are there any existing Arcadia Transit services you wish ran at earlier or later hours? *Select all that apply.*

- Blue Line
- Green Line
- Red Line
- Dial-A-Ride Services

Additional Feedback

15. Are there any additional destinations within Arcadia that you would like to see Arcadia Transit fixed-route buses (Blue, Green and Red Lines) serve?

16. Is there anything else you would like to share with the Project Team regarding the City of Arcadia's transit services? *This may include thoughts on why you do not currently use transit, if applicable.*

17. If you would like to receive project updates and invites to upcoming outreach events via email, please provide your e-mail address.

Demographics (Optional)

The following demographic questions are optional. We ask these questions to ensure that we are capturing a broad and representative range of community perspectives.

18. What best describes your race or ethnicity? *Select all that apply.*

- Asian
- Black or African American
- Hispanic or Latino/a/e
- Native American or Alaska Native
- Native Hawaiian or other Pacific Islander
- White
- An option not listed here (please specify) _____
- Prefer not to answer

19. What is your age?

- a. Under 18
- b. 18-24
- c. 25-64
- d. 65-79
- e. 80 or older
- f. Prefer not to answer

20. What is your gender identity?

- a. Female
- b. Male
- c. Non-binary, genderqueer, or gender fluid
- d. An option not listed here (please specify) _____
- e. Prefer not to answer

21. What is your annual (yearly) household income?

- a. Less than \$20,000
- b. \$20,000 - \$59,999
- c. \$60,000-\$99,999
- d. \$100,000 or more
- e. Prefer not to answer

22. Do you identify as someone with a mobility or related disability that impacts how you travel?

- a. Yes
- b. No
- c. Prefer not to answer