

# Appendix B: Survey Forms and Comments

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**MARC Passenger:**

Please take a few minutes to complete this survey during your train ride today. Your answers and suggestions will help us improve service.

Thank you!

**1. What is the purpose of your trip? (check only one)**

- School/College     Visiting/Other Recreation
- Work     Shopping/Errands
- Doctor     Other (please specify) \_\_\_\_\_

**2. How did you get to the train station? (check only one)**

- Walking     Having someone drive me
- Bicycle     Driving myself
- Bus     Other (please specify) \_\_\_\_\_

**3. Was a vehicle available for you to use on this trip instead of taking the MARC train?**

- Yes     No

**4. How often do you usually ride the train? (check all that apply)**

- One day a week     Four days a week     Less than once a month
- Two days a week     Five days a week     One to three days a month
- Three days a week     Six to seven days a week     This is my first time

**5. What are the most important reasons you ride the train?**

*(check all that apply)*

- Family doesn't have a car     Someone else uses car
- Parking is a problem     I don't drive
- Train is economical     Train is convenient
- Weather conditions     Traffic is bad
- Other (please specify) \_\_\_\_\_

**6. Which train station are you going to? \_\_\_\_\_**

**7. The combined Total Annual Income of all members of my household is:**

*(check only one)*

- Less than \$15,000 per year     \$35,000 - \$45,000 per year
- \$15,000 - \$25,000 per year     \$45,000 - \$55,000 per year
- \$25,000 - \$35,000 per year     More than \$55,000 per year

**8. Are you employed or a student? (check all that apply)**

- Full-Time     Part-Time
- Secondary Student     College Student
- Retired     Unemployed
- Other (please specify) \_\_\_\_\_

**9. What time would you like the PanTran bus to begin service? (check only one)**

- 4:00 a.m.     4:30 a.m.     5:00 a.m.
- 5:30 a.m.     6:00 a.m.

**10. What is the nearest train station to your place of residence?**

\_\_\_\_\_

**11. Where do you live? (check only one)**

- Martinsburg     CharlesTown
- Harpers Ferry     Berkeley County
- Jefferson County     Other (please specify) \_\_\_\_\_

**12. Are you aware of the bus services that PanTran provides?**

- Yes     No

**13. Have you ever used the PanTran bus service?**

- Yes     No

**14. What are the factors that would cause you to use the PanTran bus service?**

*(check all that apply)*

- Bus meeting the train     On-demand service     Nothing
- Free monthly service with the purchase of a MARC train pass
- Other (please specify) \_\_\_\_\_

**15. What are your suggestions to improve the PanTran bus service?**

**THANK YOU!!**

**Panhandle Region Resident**

Please take a few minutes to complete this survey. Your answers and suggestions will help us improve public transportation service.

Thank you!  
PanTran

**1. Which of these Panhandle Region transportation services are you aware of? (check all that apply)**

- PanTran
- Berkeley Senior Center
- Valley Medical Transport
- Senior Life Services Van
- East Ridge Van Service
- Jefferson Council on Aging
- Day Springs, Inc. Van
- MARC Train

**2. What do you think of the PanTran transit service? (check one)**

- Current service is great
- Service is good, but should be expanded
- Slow and inconvenient
- Unnecessary and should be discontinued
- Too expensive
- Don't know / No opinion
- Other (please specify) \_\_\_\_\_

**3. How often do you use the following transportation systems? (check one for each transit provider)**

Number of one-way trips	PanTran	MARC	Other
	Transit	Train	
More than once a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 to 4 times a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 to 4 times a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. Do you think there is need for a transit system in the greater Panhandle Region? (check one)**

- Yes, for the general public
- Yes, but only for the poor, elderly, and disabled
- No
- Don't know

**5. Do you think area taxpayers should help pay for a transit system in the Panhandle Region? (check one)**

- Yes, for the general public
- Yes, but only for the poor, elderly, and disabled
- No
- Don't know

**6. What Eastern Panhandle Region locations should have transit service? (check all that apply)**

- Hedgesville
- Mariowe
- Paw Paw
- Berkeley Springs
- Hagerstown or Williamsport, Maryland
- Other (please specify) \_\_\_\_\_
- No additional service locations are necessary

**7. If you were to use transit, what would be your destination(s)? (check all that apply)**

- Work
- School
- Medical/dental
- Social/recreation/entertainment
- Shopping
- Other (please specify) \_\_\_\_\_

**8. What is your age?**

- less than 15 years
- 15 to 19 years old
- 20 to 35 years old
- 36 to 49 years old
- 50 to 59 years old
- 60 to 69 years old
- 70+ years old

**9. What is your gender?**

- Male
- Female

**10. Are you retired?**

- Yes
- No

**11. Are you a student?**

- Yes
- No

**12. Are you a full-time homemaker?**

- Yes
- No

**13. Are you employed full-time?**

- Yes
- No

**14. Are you employed part-time?**

- Yes
- No



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15. Are you a volunteer worker?       Yes       No

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16. Are you disabled?       Yes       No

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17. How many operating vehicles does your household have?  
 1 vehicle       2 vehicles       3 vehicles       more than 3

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18. Where do you live? (check one)

<input type="checkbox"/> Martinsburg city limits	<input type="checkbox"/> Shepherdstown or vicinity
<input type="checkbox"/> Charles Town/Ranson area	<input type="checkbox"/> Hedgesville or vicinity
<input type="checkbox"/> Harpers Ferry or vicinity	<input type="checkbox"/> Williamsport or vicinity
<input type="checkbox"/> Berkeley Springs or vicinity	<input type="checkbox"/> Inwood area
<input type="checkbox"/> Berkeley/Jefferson rural area (outside city limits)	
<input type="checkbox"/> Other (please specify) _____	

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19. If you work, how long does it usually take you to travel to work?  
(check one)

<input type="checkbox"/> 0 to 5 minutes	<input type="checkbox"/> 6 to 10 minutes	<input type="checkbox"/> 11 to 15 minutes
<input type="checkbox"/> 16 to 20 minutes	<input type="checkbox"/> 21 to 30 minutes	<input type="checkbox"/> More than 30 minutes

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20. If you work, how do you travel to work? (check all that apply)

<input type="checkbox"/> Drive alone or with family	<input type="checkbox"/> Carpool	<input type="checkbox"/> Walk
<input type="checkbox"/> Bus	<input type="checkbox"/> Train	
<input type="checkbox"/> Other (please specify) _____		

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21. How many family members, including yourself, live in your household?

<input type="checkbox"/> One	<input type="checkbox"/> Two	<input type="checkbox"/> Three
<input type="checkbox"/> Four	<input type="checkbox"/> Five	<input type="checkbox"/> Six or more

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22. What is the combined Total Annual Income of all members of your household? (information will be kept confidential)

<input type="checkbox"/> Less than \$5,000 per year	<input type="checkbox"/> \$5,000 to \$9,999 per year
<input type="checkbox"/> \$10,000 to \$14,999 per year	<input type="checkbox"/> \$15,000 to \$24,999 per year
<input type="checkbox"/> \$25,000 to \$34,999 per year	<input type="checkbox"/> \$35,000 to \$49,999 per year
<input type="checkbox"/> \$50,000 or more per year	

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23. Please share any other comments regarding PanTran:

**THANK YOU!!**

**Guest of PanTran:**

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service.

Thank you!

1. **Where did you come from before you got on this bus?** *(check only one)*
- Home/Hotel       School/College       Restaurant/Bar
  - Work       Visiting/Other Recreation       Shopping/Errands
  - Doctor       Other *(please specify)* \_\_\_\_\_

2. **How did you get to this bus?** *(check only one)*
- Walking       Having someone drive me       Bicycle
  - Driving myself       Transfer from bus *(please specify)* \_\_\_\_\_
  - Other *(please specify)* \_\_\_\_\_

3. **Where are you going to now?** *(check only one)*
- Home/Hotel       School/College       Restaurant/Bar
  - Work       Visiting/Other Recreation       Shopping/Errands
  - Doctor       Other *(please specify)* \_\_\_\_\_

4. **How will you get from this bus to the place that you are going?** *(check any that apply)*
- Walking       Having someone drive me       Bicycle
  - Driving myself       Transfer from bus *(please specify)* \_\_\_\_\_
  - Other *(please specify)* \_\_\_\_\_

5. **Where are you coming FROM and going TO on this bus trip?** *(check one answer for FROM and one answer for TO)*

	<b>FROM:</b>	<b>TO:</b>
James Tech Institute .....	<input type="checkbox"/>	<input type="checkbox"/>
VA Medical Center .....	<input type="checkbox"/>	<input type="checkbox"/>
City Hospital .....	<input type="checkbox"/>	<input type="checkbox"/>
Martinsburg Mall .....	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Plaza .....	<input type="checkbox"/>	<input type="checkbox"/>
Martinsburg .....	<input type="checkbox"/>	<input type="checkbox"/>
Charles Town .....	<input type="checkbox"/>	<input type="checkbox"/>
Shepherdstown .....	<input type="checkbox"/>	<input type="checkbox"/>

6. **Was a vehicle available for you to use on this trip instead of taking the bus?**
- Yes       No

7. **Have you filled out this survey earlier today?**
- Yes       No

**If Yes, please stop here. If No, please continue and complete all questions.**

8. **How often do you usually ride the bus?** *(check only one)*
- One day a week       Four days a week       Less than once a month
  - Two days a week       Five days a week       One to three days a month
  - Three days week       Six to seven days a week       This is my first time

9. **What is the most important reason you ride the bus?** *(check only one)*
- Family doesn't have a car       Someone else uses car
  - Parking is a problem       I don't drive       Traffic is bad
  - Bus is economical       Bus is convenient       Weather conditions
  - Avoid drinking and driving       Other *(please specify)* \_\_\_\_\_

10. **Do you have a Driver's License?**       Yes       No

11. **How do you rate your present bus service?** *(check one answer for each question)*

	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Don't Know</i>
Service Frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Stop Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. **Gender:**       Female       Male

13. **Age in Years** \_\_\_\_\_

14. **The combined Total Annual Income of all members of my household is:** *(check only one)*
- Less than \$15,000 per year       \$35,000 - \$45,000 per year
  - \$15,000 - \$25,000 per year       \$45,000 - \$55,000 per year
  - \$25,000 - \$35,000 per year       More than \$55,000 per year

**Please Continue on Other Side**



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**15. For what purpose do you most often ride the bus? (check only one)**

- Personal Business/Errands
- Shopping
- Recreation
- Work
- School/College
- Other (please specify) \_\_\_\_\_

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**16. What is your occupation? (check only one)**

- Homemaker
- Laborer
- Managerial/Professional
- Production/Craft/Repair/Machine Operator
- Retired
- Sales
- Service Worker
- College Student
- Secondary Student
- Technical/Administration
- Unemployed
- Other (please specify) \_\_\_\_\_

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**17. What is your ethnicity? (check only one)**

- American Indian/Alaskan Native
- Black/African American
- Pacific Islander
- Other (please specify) \_\_\_\_\_
- Asian
- Hispanic/Latino
- White

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**18. What is your primary language? \_\_\_\_\_**

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**19. How long have you been using PanTran? (check only one)**

- First time
- One week
- One month
- One year
- Two years
- More than two years

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**20. How did you first learn about PanTran? (check only one)**

- Bus stop sign
- Saw bus
- Friend/coworker
- Other (please specify) \_\_\_\_\_
- Hotel worker
- Advertisement
- Saw bus guide

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**21. Where do you live? (check only one)**

- Martinsburg
- Ranson
- Harpers Ferry
- Outside Berkeley/Jefferson County (please specify) \_\_\_\_\_
- Other (please specify) \_\_\_\_\_
- Inwood
- Charles Town
- Shepherdstown

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**22. If employed, where do you work? (check all that apply)**

- Martinsburg
- Ranson
- Harpers Ferry
- Outside Berkeley/Jefferson County (please specify) \_\_\_\_\_
- Other (please specify) \_\_\_\_\_
- Inwood
- Charles Town
- Shepherdstown

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**23. Does the existing PanTran service operate late enough?**

- Yes
- No

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**24. What are your suggestions to improve the PanTran service?**

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**25. Please share any other comments regarding PanTran:**

**THANK YOU!!**



**15. ¿Por cual razón toma usted el autobús a menudo?**

(marque una opción)

- |  |                                  |
|--|----------------------------------|
| <input type="checkbox"/> Asuntos personales/mandados | <input type="checkbox"/> Compras |
| <input type="checkbox"/> Recreación                  | <input type="checkbox"/> Trabajo |
| <input type="checkbox"/> Escuela/Universidad         | <input type="checkbox"/> Otro    |

\_\_\_\_\_ (especifique por favor)

**16. ¿Cuál es su ocupación?** (marque una opción)

- |  |   |
|--|---|
| <input type="checkbox"/> Ama de Casa                             | <input type="checkbox"/> Trabajador de Servicio           |
| <input type="checkbox"/> Empleado                                | <input type="checkbox"/> Estudiante de universidad        |
| <input type="checkbox"/> Gerencia/profesional                    | <input type="checkbox"/> Estudiante de escuela secundaria |
| <input type="checkbox"/> Técnico/Administración                  | <input type="checkbox"/> Ventas                           |
| <input type="checkbox"/> No Empleado                             | <input type="checkbox"/> Jubilado                         |
| <input type="checkbox"/> Producción/operador de maquina/Artesano |   |
| <input type="checkbox"/> Otro                                    |   |

\_\_\_\_\_ (especifique por favor)

**17. ¿Cuál es su origen?**

- Indio NorteAmericano/Nativo de Alaska
- Asiático
- Negro/Africano NorteAmericano
- Hispano/Latino
- Isleño del Pacifico
- Blanco
- Otro

\_\_\_\_\_ (especifique por favor)

**18. ¿Cuál es su lengua nativa?** \_\_\_\_\_

**19. ¿Cuanto hace que usted usa el sistema PanTran?**

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> Primera vez | <input type="checkbox"/> Un año          |
| <input type="checkbox"/> Una semana  | <input type="checkbox"/> Dos años        |
| <input type="checkbox"/> Un mes      | <input type="checkbox"/> Más de dos años |

**20. ¿Como se entero de PanTran?**

- |   |  |
|---|--|
| <input type="checkbox"/> Parada de autobus            | <input type="checkbox"/> Trabajador de hotel |
| <input type="checkbox"/> Vio autobus                  | <input type="checkbox"/> Anuncio             |
| <input type="checkbox"/> Amigo/compañero de trabajo   | <input type="checkbox"/> Vio guía de autobus |
| <input type="checkbox"/> Otro (especifique por favor) |  |

**21. ¿Donde vive usted?** (marque una opción)

- |   |  |
|---|--|
| <input type="checkbox"/> Martinsburg  | <input type="checkbox"/> Inwood        |
| <input type="checkbox"/> Ranson   | <input type="checkbox"/> Charles Town  |
| <input type="checkbox"/> Harpers Ferry  | <input type="checkbox"/> Shepherdstown |
| <input type="checkbox"/> Outside Berkely/Jefferson County (especifique por favor) | _____                                  |
| <input type="checkbox"/> Otro (especifique por favor)                             | _____                                  |

**22. ¿Si tiene empleo, donde trabaja usted?**

(marque todo lo applicable)

- |   |  |
|---|--|
| <input type="checkbox"/> Martinsburg  | <input type="checkbox"/> Inwood        |
| <input type="checkbox"/> Ranson   | <input type="checkbox"/> Charles Town  |
| <input type="checkbox"/> Harpers Ferry  | <input type="checkbox"/> Shepherdstown |
| <input type="checkbox"/> Outside Berkely/Jefferson County (especifique por favor) | _____                                  |
| <input type="checkbox"/> Otro (especifique por favor)                             | _____                                  |

**23. ¿El servicio existente opera lo suficientemente tarde?**

- Si  No

**24. ¿Cuáles son sus sugerencias para mejorar el servicio de PanTran?**

**25. Favor comparta cualquier otro comentario pertinente a PanTran:**

**¡GRACIAS!**

## Onboard – All Comments

25. Please share any other comments regarding PanTran:

1. I think if ridership was higher the schedule would be better.
2. The service -- both drivers and when I've called the office -- has always been great. The off-route capability is fantastic.
3. Buses should wait instead of driving early.
4. Closer time of bus schedule.
5. 80% of drivers very considerate and kind.
6. 1/2 fare (monthly) Senior Citizen
7. I feel the shuttle should pick up homeowners in the Laurel Ridge subdivision in the morning and in the evening to and from the B&O train station. I don't drive. I'm new to the area (6 mos) and I have to take a taxicab 5 days a week to get to work. This is horrible!! I'm spending so much money in cabs and they are NOT reliable! The shuttles are!!
8. Most of the drivers are very nice and helpful.
9. Have more buses coming to the VA Hospital.
10. Please keep up the good work. Extra run to Inwood Farmers Market and to Shepherstown.
11. I'm happy 'cause the drivers are nice and look out for me. I don't drive so it's good for me.
12. Fire Charles the black bus driver, he steals.
13. I've been passed by even after waving my arms for the bus to stop. Passengers need to carry a bus schedule (timetable) at all times so they don't have to ask the driver and delay the bus. Schedules should be posted at regular stops on a kiosk. We need some shelters and benches at certain regular (designated) stops. We have some bad weather in Mid-Atlantic.
14. PanTran is a good service, but needs to have a bus service in CharlesTown which will go to the seniors apartment buildings.
15. Give your drivers more time behind the wheel and better salaries.

16. Drivers very courteous and safety conscious. Overall very satisfied with service.
17. Drivers are great, especially Nancy & Tammy.
18. My only problem with the drivers is that some of them drive exceedingly fast and trail other drivers right on their bumper and have to hit the brakes hard at times.
19. I really enjoy the convenience of the PanTran. I would like to see all the bus drivers arrive/leave at the same time on a daily basis.
20. Works out well for me to go to and from school. I'd check schedules if I needed to go somewhere else - very satisfied.
21. The schedule is too complicated with red, blue, purple and green. All the PanTran drivers are very helpful, friendly and professional. They go out of their way to help anyone.
22. For someone from a metropolitan city (Wash. DC) I admire the operation of the system...that personal touch.

## Open House – All Comments

23. Please share any other comments regarding PanTran:
  1. In need of a day pass. Bus needs to operate longer hours.
  2. My name is Denise Richmeyer. Been taking PanTran since 1987 to work, movies, store.
  3. I'd like the bus to come to Tuscanvillas Hills.
  4. Helpful service.
  5. More weekend service would be great. Less deviation from schedule. Easier to read schedules, more user friendly.
  6. Looking for expansions/information because my agency (Goodwill) serves clients from outlying areas -- transportation is a MAJOR issue.
  7. I'd like to see it come into the Pikeside area. I'm a senior and I would appreciate going places as I'm not driving.
  8. I would like to have more time to be seated. I'm an elderly lady.
  9. I would like to have a full-blown service to all areas on a regular basis, including the Senior Center (to and from) and to other locations.
  10. Coordinate PanTran and B.S.S. transportation services. I asked for PanTran several times to do the maintenance on our vans -- it helps both of us. I was told they can't do it. Kay Vinson, 263-8873

## MARC Train – Station Destination

6. Which train station are you going to?

1. Washington, DC
2. Union Station
3. Rockville
4. Union
5. Union Station
6. Union Station
7. Union Station
8. Union Station, DC
9. Germantown, MD
10. Metropolitan Grove
11. Rockville
12. Union Station
13. Silver Spring
14. Union Station
15. Washington DC
16. Silver Spring
17. Union Station
18. Union Station
19. Rockville
20. Rockville
21. Harpers Ferry
22. Union Station