

# Appendix E: Survey Results

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**Sullivan County Community Mobility Project  
Public Transportation Needs Survey - RESULTS  
Charlestown Residents**

**Do you live in Charlestown?** \_\_123\_\_ Yes \_\_12\_\_ No

- If you answered "Yes" what area of Charlestown do you live in? answers indicated response from all over town with no concentration in any one area.

**If you are not a Charlestown resident, where do you live?** Keene – 1, Acworth 2, Marlow 1, Westminster VT 2, Springfield VT 2, N Walpole 1

**Where do you work?**

\_20\_ Charlestown \_15\_ Claremont \_5\_ Springfield VT \_4\_ Keene  
\_5\_ Lebanon/Hanover Other (Please Specify) Windsor Vt – 1, Newport NH -1, Concord -1,  
Bellows Falls VT-1, White River Jct –1, Walpole -1, Other -1; Retired - 33

**Are you familiar with the Dial-A-Ride service currently offered in Charlestown by Community Alliance Transportation Services?** \_41\_ Yes \_93\_ No

**Have you ever used the Dial-A-Ride service offered by Community Alliance Transportation Services?** \_10\_ Yes \_117\_ No

**Are you familiar with the Red Cross Volunteer Driver service?** \_41\_ Yes \_87\_ No

**Have you ever used the Red Cross Volunteer Driver service?** \_3\_ Yes \_131\_ No

**Are you familiar with the Ride Share Program?** 17\_\_ Yes \_115\_ No

**Have you ever used Ride Share?** \_5\_\_ Yes \_\_\_111\_ No

**Would you be comfortable using public transportation if it was available?**  
\_\_108\_ Yes \_\_16\_ No

If you answered "Yes" to the above question please skip the next two questions.

**If you answered "No" to the above question could you tell us why you would not use public transportation?** \_No need – 1; difficulty entering/exiting vehicle 1; depends on schedule – 1; bus schedule – 1; drives own car – would if needed – 1; oxygen – 1

**Would you be interested in having someone discuss the service and how you could access it?** \_\_\_21\_ Yes \_\_32\_ No

**Do you use your car for work?** \_\_44\_\_ Yes \_\_40\_\_ No

**Do you drop off or pick up children on your way to or from work?** \_9\_ Yes \_68\_ No

**Would you use public transportation services to get to work, if it was available?**  
\_\_38\_\_ Yes \_\_27\_\_ No

**What time do you need to arrive at work?** Answers varied with no consistency in time/shift

**What time do you leave work?** Same as above

(CONTINUED ON OTHER SIDE)

**Where do you shop and/or conduct personal business?**

81 Charlestown 100 Claremont 30 Springfield VT 22 Keene  
16 Hanover / Lebanon Other (Please Specify) Brattleboro – 1, Walpole 2

**Do you use your car for personal business or errands during the day?** 109 Yes 14 No

**Would you use public transportation services to get to shop and/or conduct personal business, if it was available?** 81 Yes 29 No

**Where do you access medical services?**

50 – Charlestown, 51 – Claremont; 37 – Springfield VT; 9 – Keene; 32 Hanover/Lebanon; 3 – Walpole; 4 - Bellows Falls VT; 5 – Ascutney Vt; 3 – VA/White River Jct; 1 – Lyme NH; 1 – Windsor Vt

**Would you use public transportation services to get to your medical appointments, if they were available?** 95 Yes 22 No

**Would you be willing to pay for public transportation services?** 103 Yes 6 No

**If you answered “Yes” to the above, how much would you be willing to pay? (answers varied and were difficult to group)** 1 --0- fee; 10 - \$1-\$3; 4 - \$3-\$5; 2 - \$5-\$10; 1 - \$10+; 5 – “fair amount”; 16 – “no idea”; 8 – “depends”

**Do you need transportation services evenings or week ends?** 20 Yes 93 No

If you answered “Yes” to the above, can you specify what evening hours and/or week end days would best meet your transportation needs? 5 - week-end days; 3 – evenings; 1 – anytime; 1 – varies

**Do you have any special needs regarding transportation (i.e. wheelchair, walker, visual impairment, etc.)?** 12 Yes 105 No

**If you answered “Yes” to the above, would you tell us what are they?** 1 – oxygen; 2- cane; 3-walker; 1-visual

**If there were regular public transportation services available in Charlestown, where should bus stops be located to best serve the Community?**

91 – various downtown locations; 15 – senior housing; 4 – senior center; 11 - other congregate housing locations; 3 – Springfield & Old Claremont Rds; 1 – Indian Shuttles Rest.

**Are there other transportation services that you would like to have provided by the public transportation provider?** 10 Yes 60 No

**If you answered yes, would you tell us what they are?**

(generally, one answer in each of the following categories: connector service to other transit providers (6 in that category); Claremont; Keene, Walpole, Westmoreland; Springfield VT; DHMC; restaurants; stores, theatres, taxi, senior meals; public bikes, senior citizen passes; trips

\_\_\_\_\_  
Signature (Optional)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address (Optional)

**PLEASE ACCEPT OUR SINCERE THANKS FOR COMPLETING THIS SURVEY**