

Please help CamTran improve transit in Cambria County by completing the survey below

- How often do you use CamTran (urban), CamTran+ (rural) or Reserve-A-Ride services?**
  - Almost every day
  - Several times per week
  - A few times per month
  - On rare occasions only
  - Never
- If you use CamTran, CamTran+, or Reserve-A-Ride service, what are the reasons why you use it?** (Select all that apply)
  - I do not own or have access to a car
  - My car is temporarily out of service
  - I cannot drive for health or legal reasons
  - I prefer to spend my time working/resting/reading/socializing rather than driving
  - Taking the bus is more affordable than paying for gas and car maintenance
  - I am doing my part for the environment
  - I do not use CamTran services
  - Other \_\_\_\_\_
- If you regularly use CamTran, what reasons or factors are keeping you from taking transit service more often? If you do not regularly use CamTran, what prevents you from doing so?** (Select all that apply)
  - Transit is not for me
  - Price/Affordability
  - Bus routes and schedules are difficult to understand
  - Service does not run during the time of day when I need it
  - No transit service to my destination
  - Travel time
  - Transfer time between bus routes
  - Service is not reliable enough
- What type of trips do you make on CamTran services most often? If you don't regularly use CamTran, what types of trips would you consider making if you did?**
  - Commuting to work
  - Commuting to school
  - Medical Appointments
  - Recreational / Social Trips
  - Shopping or personal errands from home
  - Workday business meetings or professional gathering
  - Other \_\_\_\_\_
- If you use transit, which top three CamTran or CamTran+ routes do you take most often?** (Skip if you never take transit)
  1. Route: \_\_\_\_\_
  2. Route: \_\_\_\_\_
  3. Route: \_\_\_\_\_
- Where should CamTran expand service or serve more often in order to make service more convenient for you?** (Please list the top three destinations by place name, address, or nearest intersection)
  - 1st Location: \_\_\_\_\_
  - 2nd Location: \_\_\_\_\_
  - 3rd Location: \_\_\_\_\_
- What are the two most important changes you would make to improve transit service in Cambria County?** (Select two)
  - Make transfer times at the Transit Center shorter
  - Make service easier to understand
  - Increase frequency so buses come more often
  - Make service operate for more hours of the day
  - Add new crosstown service (for example, a route directly between Moxham and Richland Township)
  - Redesign bus routes so they spend less time winding through neighborhoods
  - Remove closely spaced bus stops along the route so that buses travel faster
- Where If you use Reserve-A-Ride services instead of CamTran or CamTran+, why do you prefer Reserve-A-Ride?** (Select all that apply)
  - Reserve-A-Ride service is more convenient
  - Reserve-A-Ride service is easier to understand
  - I am ok with paying more to get service directly to where I want to go on my own schedule
  - I am eligible for a discounted fare on Reserve-a-Ride
  - I use a wheelchair or other mobility device and Reserve-A-Ride is easier to use
  - I do not use Reserve-A-Ride services
  - Other: \_\_\_\_\_
- Where did you get your information about CamTran services?** (Select all that apply)
  - CamTran Website
  - Stop/Station Signage
  - CamTran Bus Drivers
  - Other \_\_\_\_\_
  - Calling CamTran By Phone
  - Social Media (Facebook, Twitter, etc)
  - CamText

10. Please let us know which of the following transit design options would make CamTran work best for you. Check ONE box per row.

More frequent bus service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Longer service hours
More weekday service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	More weekend service
More bus stops for shorter walk distance to/from bus stops	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Fewer bus stops for faster bus service
Buses running more frequently but on fewer streets	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Buses running on more streets but less frequently
Improve existing CamTran bus service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Serve new areas within Cambria County not currently served
Fixed-route bus service with fixed schedules	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	On-demand service (rider selects when/where to go using real-time technology)
Walk further to reach the bus, but the bus comes more often and the bus trip takes less time	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	No walk to reach the bus, but the bus comes less often and the bus trip takes more time



# SURVEY BEGINS ON FRONT

11. What is your gender?

- Male
- Female
- Other

12. What is your age?

- 18 or under
- 19-25
- 26-35
- 36-64
- 65 or over

13. Which of the following best describes your employment status?

- Full-Time
- Part-Time
- Student
- Retired
- Unemployed
- Other \_\_\_\_\_

14. What is your approximate household income? (Optional)

- Less than \$10,000
- \$10,000 - \$29,999
- \$30,000-\$49,999
- \$50,000 - \$74,999
- More than \$75,000
- No response

15. Which category best describes your ethnic or racial background? (Select all that apply)

- White
- Black/African American
- Native Hawaiian/Pacific Islander
- American Indian or Alaska Native
- Hispanic
- Asian
- Do not care to respond
- Other \_\_\_\_\_

If you have any comments about how to improve CamTran services, please use the space below.

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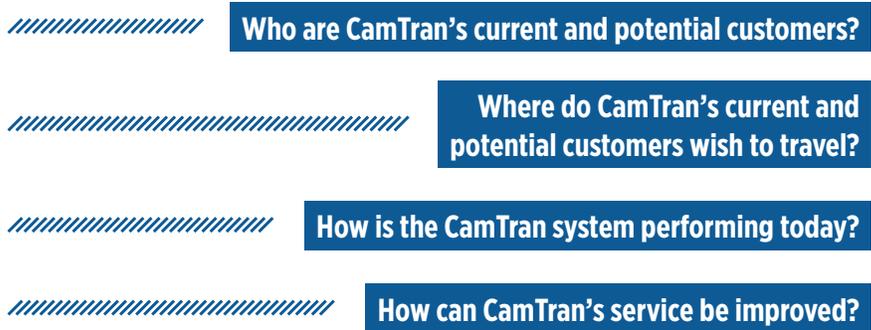
**Thank You! PLEASE RETURN THE SURVEY to the CamTransformation branded container at the Transit Center, any CamTran operator, or via the prepaid envelope. Get Involved! Visit the project website at [camtransformation.com](http://camtransformation.com)**



## What is CamTransformation?

### Shaping the future of transit in Cambria County

CamTran is conducting a comprehensive assessment of its existing transit service and establishing a vision of what service should look like in the coming years. In Johnstown and throughout Cambria County, CamTran plays a vital role in connecting residents to the region's housing, jobs, and activity centers. This plan's purpose is to update CamTran's service so that it is more efficient, effective, and better fits the needs of its customers.



## Why is CamTran performing this study?

This study is the first of its type for CamTran since the agency got its name in 1999. Cambria County has changed a lot in the last 20 years, and it's time for a comprehensive study of the system to learn how service can be improved to improve access, mobility, and convenience for current and potential riders.