

Westchester County Mobility & Transit Plan Survey

Westchester County wants your feedback! We are surveying our county's residents, workers, and visitors to get feedback on how you travel to, from, and around Westchester. Please take 5-10 minutes to complete this survey and share where you go, how you travel, and what you would do to make our system work better.

1. Where do you travel today? Please provide the address or location of the following places where you travel.

Home address or location

Work address or location

School address or location

Other destinations where
you travel

2. Help us understand where you want to be able to go in Westchester County. Please list places or areas in the county you would like to have better access to.

3. On a typical day before the COVID-19 pandemic, what transportation services did you use? *[Choose all that apply]*

☐

Walk

☐

Drive Alone

☐

Personal Bike/Scooter

☐

Drive/Ride with a friend or family member

☐

Bee-Line Bus

☐

Carpool or Vanpool

☐

Metro-North Railroad

☐

Taxi or Traditional for-hire vehicle

☐

NYC Subway

☐

Uber/Lyft/etc. (app-based ride services)

☐

NYC Bus

☐

Private or employer-provided shuttle

☐

If other, please specify

If you are a current Bee-Line User:

4. How do you typically get to Bee-Line bus stops? *[Choose all that apply]*

- | | |
|--|--|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Transfer from train or another bus system |
| <input type="checkbox"/> Bike | <input type="checkbox"/> Not a Bee-Line user |
| <input type="checkbox"/> Get a ride from family or friends | |
| <input type="checkbox"/> If other, please specify | |

5. Are there any challenges getting to or from Bee-Line bus stops? *[Choose all that apply]*

- | | |
|--|---|
| <input type="checkbox"/> Long distance to get to bus stop | <input type="checkbox"/> Do not feel safe or secure while traveling to the bus stop |
| <input type="checkbox"/> Not enough street lighting | <input type="checkbox"/> Inadequate or missing bike lanes |
| <input type="checkbox"/> Sidewalks are missing or in poor condition | <input type="checkbox"/> Hills/terrain make the trip difficult |
| <input type="checkbox"/> Not enough crosswalks or traffic lights to cross streets safely | <input type="checkbox"/> Not a Bee-Line user |

6. Are there any elements of Bee-Line bus stops that should be improved? *[Choose all that apply]*

- | | |
|---|---|
| <input type="checkbox"/> Bus stop signage with route maps and schedules | <input type="checkbox"/> Covered shelter |
| <input type="checkbox"/> Lighting around a bus stop | <input type="checkbox"/> Trash receptacles |
| <input type="checkbox"/> Seating | <input type="checkbox"/> Separation between the bus stop and passing vehicles |

We want to understand your priorities for improving Bee-Line bus service. How would you select among the following tradeoff questions to make Bee-Line work better for you?

7. On Weekdays: Buses running more frequently during the day, or longer hours of service (running earlier or later in the day)?

- ☐ Buses running more frequently during the day
- ☐ Longer hours of service

8. Add more service on weekdays, or add more service on weekends?

- ☐ Add more service on weekdays
- ☐ Add more service on weekends

9. Shorter routes with more transfer opportunities, or fewer transfers even if trips take longer?

- ☐ Shorter routes with more transfer opportunities
- ☐ Fewer transfers even if trips take longer

10. Buses making fewer stops for faster service, or buses making more stops for shorter walks to/from the stop?

- ☐ Buses making fewer stops for faster service
- ☐ Buses making more stops for shorter walks to/from the stop

11. More service on existing Bee-Line routes, or new routes/services in parts of Westchester County that are not served today?

- ☐ More service on existing Bee-Line routes
- ☐ New routes/services in parts of Westchester County that are not served today

12. Are there places in Westchester County where you think Bee-Line buses should go that they do not go today?

13. Do you have any additional comments about Bee-Line bus service?

Metro-North Access

14. When you typically use Metro-North, how do you travel to and from the station? *[Choose all that apply]*

- | | |
|--|---|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Get a ride from family/friends |
| <input type="checkbox"/> Bike | <input type="checkbox"/> Transfer from a bus |
| <input type="checkbox"/> Drive myself and park at the station | <input type="checkbox"/> Not a Metro-North User |
| <input type="checkbox"/> Drive myself and park nearby (not at the station) | |
| <input type="checkbox"/> Other (please specify) | |

15. Thinking about getting to and from Metro-North stations in Westchester, are there any elements that make it difficult to get to stations today? (for example: walking conditions, bus connections/schedules, finding a place to park, etc.)

16. Any other comments about connecting to Metro-North?

App-based Ride Services

17. Have you ever used a TNC/app-based ride-hailing service instead of taking transit (i.e., Uber/Lyft/Via)? If so, why? *[Choose all that apply]*

- | | |
|---|---|
| <input type="checkbox"/> Train or bus stop is too far from my destination | <input type="checkbox"/> It takes too long to make the trip using transit |
| <input type="checkbox"/> Transit service doesn't run during the times when I need to travel | <input type="checkbox"/> Have not used a TNC/app-based ride-hailing service |
| <input type="checkbox"/> Transit service doesn't run frequently enough to fit my schedule | |
| <input type="checkbox"/> If other, please specify | |

18. If you do not typically use Bee-Line bus service, what would make you more likely to use it in the future?
Rate the following on a scale of 1-5, where 5 is most important.

	1	2	3	4	5
Increase frequency so buses come more often.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make service operate more hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make service operate for more hours of the day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add new east-west service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redesign bus routes so they spend less time winding through neighborhoods.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remove closely spaced bus stops along the route so that buses travel faster.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serve new areas of Westchester County.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make service easier to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More coordinated connections to other transit services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make it easier to find information about service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Is there anything else that would make you more likely to use Bee-Line in the future?

Looking ahead to after a COVID-19 vaccine has been widely distributed, how do you expect your travel patterns to change?

20. Compared to how you traveled prior to the pandemic, do you expect to: *[Choose all that apply]*

☐ Travel less

☐ Increase shopping on-line

☐ Travel more

☐ Work from home (full-time)

☐ Travel about the same

☐ Work from home (part-time)

21. If you primarily used transit service prior to the pandemic, do you expect to: *[Choose all that apply]*

- ☐ Use transit more
- ☐ Use transit less
- ☐ Use transit about the same amount
- ☐ Does not apply

22. Do you have any additional comments about transportation services in Westchester County?

Please tell us a bit about yourself!

23. Gender

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Other (please specify)

24. Age

- | | |
|--------------------------------|----------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 55-64 |
| <input type="radio"/> 18-24 | <input type="radio"/> 65-74 |
| <input type="radio"/> 25-34 | <input type="radio"/> 75-84 |
| <input type="radio"/> 35-44 | <input type="radio"/> 85 or over |
| <input type="radio"/> 45-54 | |

25. Race/Ethnicity

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Asian
- ☐ Hispanic or Latino
- ☐ Other (please specify)

26. Housing Situation

- ☐ Rent
- ☐ Own
- ☐ Live with family or friend
- ☐ Other (please specify)

27. Annual Income

- | | |
|---|---|
| <input type="radio"/> Less than \$25,000 | <input type="radio"/> \$100,000 - \$149,999 |
| <input type="radio"/> \$25,000 - \$49,999 | <input type="radio"/> \$150,000 - \$199,999 |
| <input type="radio"/> \$50,000 - \$74,999 | <input type="radio"/> \$200,000 or more |
| <input type="radio"/> \$75,000 - \$99,999 | |

28. Employment Status

- | | |
|--|---|
| <input type="radio"/> Employed full-time | <input type="radio"/> Unemployed and seeking work |
| <input type="radio"/> Employed part-time | <input type="radio"/> Not in the workforce or retired |
| <input type="radio"/> Student | |