



Ulster County Transportation Council

Michael P. Hein, Chairman

Ulster County Transportation Council, in cooperation with UCAT and Citibus, seeks your input as part of the Transit System Coordination and Development Study. This study is currently underway to provide better service and integration between transit systems and to provide public transportation that is more responsive and accessible to residents and visitors of the County at a lower cost.

Please participate in this important survey by filling out the questionnaire and either dropping it off or mailing it to:

Ulster County Area Transit (UCAT)
Attn: Jennifer A. Buton
One Danny Circle
Kingston, New York 12401

1. How many times have you used UCAT or Citibus in the past month?
 - Once
 - 1 or 2 times
 - More than 3 times
 - Not in the past month
 - Never

2. If you have never used UCAT or Citibus or have only used it a couple of times, what is your primary reason for not using these two services (check all that apply)?
 - Bus stop is too far from my home
 - Bus does not go where I need it to
 - Too expensive
 - Ride is too long
 - Service not frequent enough
 - Unsure how the service works
 - Other _____

3. If you use UCTA or Citibus at least once a week, for what reasons do you use it (check all that apply)?
 - Work
 - School
 - Shopping
 - Medical
 - Social/Recreational
 - Other _____

4. Which of the following best describes your feelings about UCAT and/or Citibus?
 - I would like to ride UCAT/Citibus more often
 - I ride UCAT/Citibus, and it meets my needs

- I prefer not to ride UCAT/Citibus, but sometimes I have to
- I don't like using UCAT/Citibus
- No opinion/Never used UCAT/Citibus

5. Which of the following best describes the location of the nearest bus service to your home?

- I can walk to a bus route in 5 minutes or less
- I can walk to a bus route, but it takes around 10 minutes
- There is a bus route near my home, but it is too far to walk to
- I don't have a bus route near my home
- Not sure
- Other _____

6. How would you like to receive information about public services, such as UCAT/Citibus (check all that apply)?

- Web-based resources such as Google Transit
- Web-based social media such as Facebook or Twitter
- Notifications about service changes sent to my email and/or cell phone
- Smart phone aps (i.e. real-time information feeds)
- Current methods work fine for me
- Never looked for information/No opinion

7. How might UCAT/Citibus change their service to better meet your needs and encourage you to ride the bus more often (check all that apply)?

- More frequent service
- Shorter travel time
- Bus stop closer to my home
- Bus stop closer to my destination
- Longer service hours during the weekday
- Weekend service hours
- Better information about services understand
- Other _____

8. Are there any specific destinations that you would like to see UCAT and/or Citibus go to? Please write in the name of the destination.

9. Please use this area for any other comments or suggestions that you may have for UCAT/Citibus services.

10. Do you currently have access to a personal automobile?

- Yes
- No
- Other _____

Thank you for taking the time to complete this survey.