



MIDCOAST TRANSIT COMMITTEE

# MIDCOAST TRANSIT STUDY

## Stakeholder Outreach and Public Input

### DRAFT

August 2013





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# STAKEHOLDER OUTREACH AND PUBLIC INPUT

## INTRODUCTION

The study team conducted a series of outreach efforts throughout the study in order to get a sense of the community perspective of mobility needs in the region. These efforts included interviews with stakeholders and large employers, a widely circulated online survey, intercept surveys, press releases, public meetings and a social media presence.

This document summarizes the findings of these analyses. Community concerns center on residents in and around Knox County living without a car, particularly those aging in place or living with disabilities who are unable to drive. The four towns of Camden, Rockport, Rockland and Thomaston are central to the region, as many residents access medical services, social services, jobs, amenities such as grocery stores and Walmart, and to meet up with friends and family. Thus, the need for transportation not only applies to residents of the four towns, but also those who live in more rural areas and wish to access the amenities available there.

The public outreach process is an integral part of the analysis. The community provided valuable insight not only into where they would like a transit service to go, but also into what sorts of needs support the desire for such a service. These insights into the community's mobility needs coupled with the Existing Conditions analysis will help steer the study in a direction that truly addresses mobility issues in Knox County.

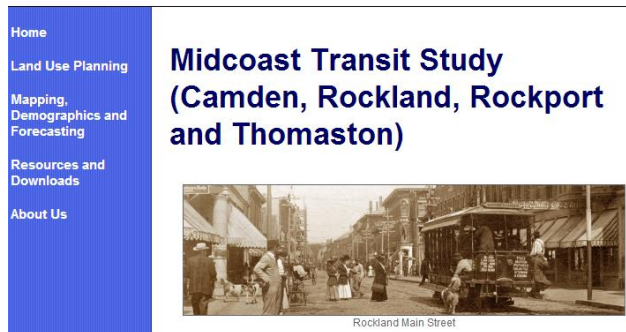
## STAKEHOLDER INTERVIEWS

In February 2013, the study team held a project kick-off meeting with stakeholders including local officials, current transportation operators, representatives from local organizations, a representative from the Maine Department of Transportation, and members of the public.

Stakeholders answered questions about how the community deals with current mobility issues, particularly how people use current public transportation options such as Concord Coach or



**MID-COAST**  
REGIONAL PLANNING COMMISSION



MPC Midcoast Transit Study Homepage

Source: <http://www.midcoastplanning.org/transitstudy.html>

Coastal Trans. The team also asked stakeholders to discuss how interconnected cities in the Midcoast region are, the quality of the pedestrian environment, and any historical perspective they might bring to the study. Finally, the team asked stakeholders about the purpose, need, and major constraints associated with implementing a transit system in the current environment. A full list of questions is included in this report as Appendix A.

In summary, stakeholders expressed strong interest in getting a transit service started in the region. The group identified the following transportation related issues and groups that would benefit from mobility improvements in the region:

1. Those who currently take taxis to work.
  - Students who want to go to the Snowbowl (Camden) or other afterschool activities but cannot drive, do not have access to a car, or both.
  - Parking issues in downtown Camden and Rockland that deter visitors.
  - Those traveling to social service destinations along Route 1.
  - People who either cannot afford or choose not to buy a car.
  - People in Cushing and St George who are currently arranging rides amongst themselves.

The stakeholders discussed a variety of comparable transit services in similar areas to that of the Midcoast. These included:

- The Island Explorer in Bar Harbor and Acadia National Park
- Kennebec Valley Community Action Program (KVCAP) in both Somerset and Kennebec Counties
- In particular, the Somerset Explorer in Somerset County
- Orono and Bangor urban bus systems
- The ZOOM between Saco, Biddeford and Portland
- Waldo Community Action Partners in Belfast

Historically, different organizations had attempted various shuttles in the area, but those were shut down due to low ridership. The group concluded that funding could also be an issue in implementing a transit service.

Finally, representatives from Coastal Trans and Schooner Bay, two large public transportation providers in the area, discussed their services in detail. The study team used this information both to inform the identified needs discussed above and to guide the study of ridership patterns in the existing conditions analysis.

## **EMPLOYER INTERVIEWS**

### **Methodology**

From March 22<sup>nd</sup> to May 24<sup>th</sup>, 2013 the study team conducted a transportation needs survey of large employers in Knox County. The purpose of the survey was to determine the employers' attitudes toward public transit in the region and the transportation needs of the employers' employees and customers. A complete list of the survey questions asked is available in Appendix B.

Twenty-one large employers were identified as contacts for the survey. They were as follows:

- Boston Financial Data Services
- Camden National
- Dragon Products
- Fisher Plow
- FMC BioPolymer
- Hannaford Supermarkets
- Home Depot
- Intircon Tibbetts
- Lie Nielsen
- Lowes
- Lyman Morse
- Maritime Energy
- North End Composites / Back Cove Yachts
- O'Hara Corporation
- Pen Bay Health Care
- Pen Bay YMCA
- Quarry Hill
- Samoset Resort
- Shaw's Supermarkets
- Walmart
- Wayfarer Marine

Surveys were conducted over the phone, primarily with representatives of either the company's human resources department or management. Of these twenty-one employers, the team was able to contact sixteen to complete the survey. The following five were either unreachable or were unwilling to complete the survey. All of them were called repeatedly and were left voicemails.

- FMC BioPolymer – The team reached the facility manager and left voicemails. Multiple calls were not returned.
- Intircon Tibbetts – HR manager was unwilling to participate in the survey. She said this was due to the fact that she did not have time and could not name a point at which she would have time in the foreseeable future.
- Lowes – We were able to contact someone here and they asked for the survey in writing to clear with their upper management. The survey was emailed to him and despite follow up there has been no response.
- Maritime Energy – Calls to the HR Manager were not returned. In addition it is likely that little useful information would be gathered from this company given the geographical nature of their convenience store/gas stations and the likelihood that the HR Manager would not be familiar with individual stores' employee habits.
- Walmart – Local individuals would not answer the survey without approval from higher authorities. Repeated calls to the company 800 number did not result in any returned calls.

## **Findings**

The sixteen employers surveyed collectively employ approximately 3,800 people at peak summer employment. Only five of the employers' employees primarily work a traditional eight hour a day, five day a week, day shift schedule. Most of the manufacturing and boat building companies' employees work 10 hour shifts, four days a week or rotating eight hour shifts that cover all 24 hours. The retail employers are generally open long hours and have employees working rotating shifts, many of less than eight-hour duration, depending on predicted need.

Only two employers responded that transportation had been an issue in hiring or retaining employees and both said it was not a major problem. Six employers said that at least a couple employees used taxis to get to work on at least some occasions. Six employers said that employees regularly carpooled. Only one employer said that employees used Coastal Trans to get



to work and no employer had any employees that used the GOMAINE vanpool. A number of employees mentioned that they had had GOMAINE come into their work place and talk to employees but that the program had never taken off. Four companies said that transportation issues restricted customer access to their goods or services. These were all retail or health service companies and they primarily talked about people who could not drive due to age or disability, not due to lack of personal transportation. Three companies said that they provided some transportation for customers, such as a shuttle from the airport or into town, and one additional health service company (Quarry Hill) provided its own van service for clients. The Rockland-based companies indicated that some of their employees walked to work.

Employers were generally skeptical of the viability of a transit system in the region due to the spread out nature of residential development. Seven of the surveyed employers said that their companies would be willing to look into a subsidized transit pass program, though most felt it would not end up being useful to their employees. Eight companies said that they would likely look into advertising on public transit whether for their product/services or for company awareness/recruitment. The choice on where to advertise was not usually in the hands of the person being interviewed so this number could be larger, though it is worth noting that many of the companies surveyed were manufacturers and do not engage in retail sales.

Overall the majority of those surveyed felt that it was appropriate to be looking into the possibility of a public transit system in the region. However most felt that it would not be viable, at least currently, due to the spread out nature of development in the region and the variety of directions people travel in. A couple of people volunteered that an intercity service south to Portland or north to Bangor might be more useful, particularly train service to Portland that would create a connection to the existing train service to Boston.

## **TRANSPORTATION NEEDS SURVEY**

### **Online Survey**

The study team developed a transportation survey designed to ascertain the transportation patterns, needs and preferences of area residents. Respondents answered questions about where they live, work, and access amenities such as shopping or personal errands. The survey was hosted on the Midcoast Planning Commission's homepage from April 2013 to August 2013, and links to the survey were posted on the town websites for Rockland, Rockport, Camden and Thomaston. The Camden library also advertised the survey next to its computers.

In addition to the online survey, the team distributed paper copies to resident groups that may be more likely to use a transit service due to being members of traditionally transit dependent groups, as discussed in Tech Memo 1. These groups were residents of: the Knox Hotel, Rankin Center, and Methodist Conference Home.

Finally, the survey was promoted at the Camden Hills Regional High School Green Fair. Students could take the survey at the fair or participate on-line at their leisure.

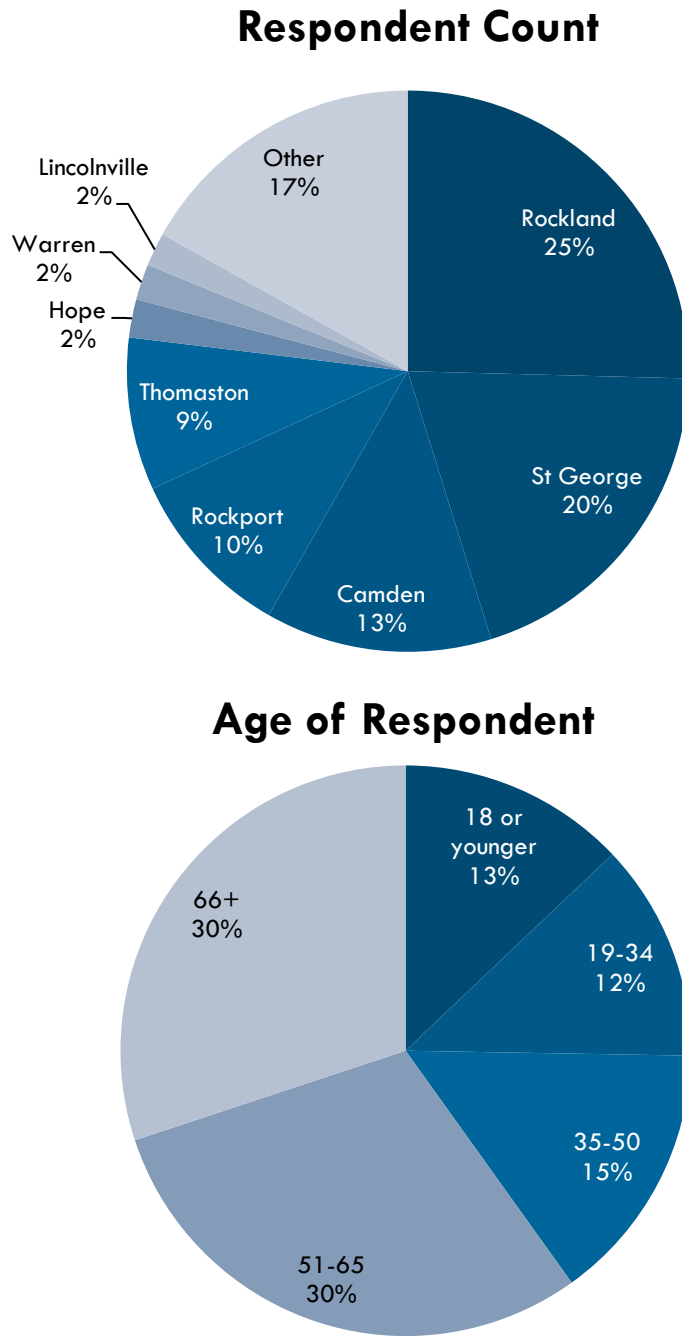
In total, over 700 respondents took the survey. A list of questions contained in the online survey is included as Appendix A.

## Online Survey Findings

### Respondent Information

Overall, over 700 respondents completed the survey. Most were from the Midcoast region and were over 51 years old, as shown in Figure 1 below.

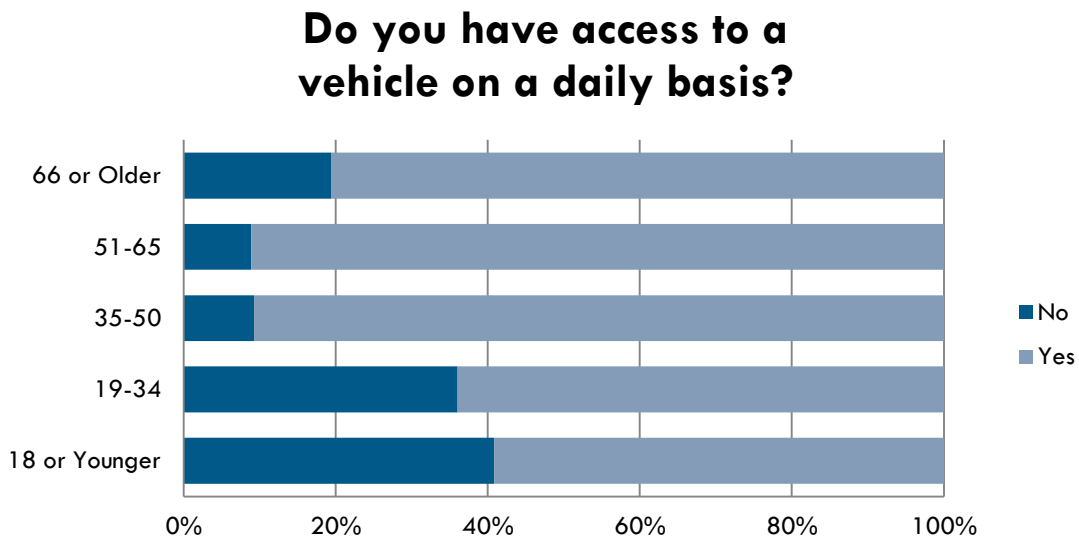
Figure 1 Hometown and Average Age





In general, most (80%) of respondents had access to a vehicle on a daily basis. This is a lower percentage than the county in general, where 99% of residents reported having access to a vehicle in 2011.<sup>1</sup> This likely reflects an element of self-selection in those who took the survey. Figure 2 compares age with vehicle ownership, and shows that younger groups (34 and younger) were less likely to have access to a vehicle than those over 34. However, the ratio of people over 66 who have access to a vehicle is lower as compared with the middle aged groups. As many of those who took the survey were older, this also helps to explain why the percentage of respondents without a car was higher than the countywide average.

Figure 2 Age v. Vehicle Ownership

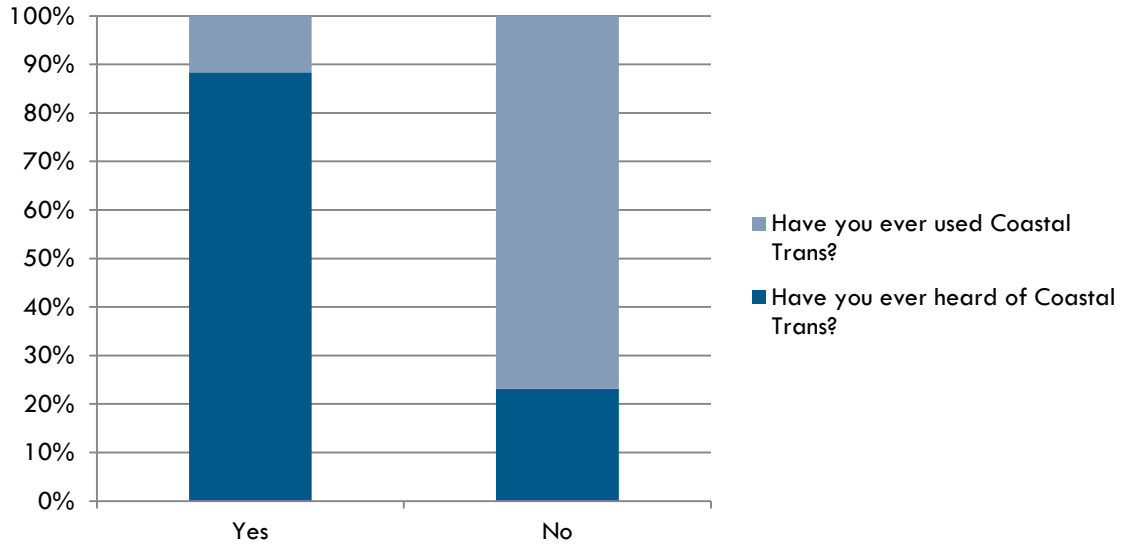


## Coastal Trans

The survey asked respondents about the use of Coastal Trans to get around Midcoast Maine. As shown in Figure 3 below, most respondents had heard of Coastal Trans, although fewer had used the service.

<sup>1</sup> American Community Survey, 2011.

**Figure 3 Familiarity with Coastal Trans**



Coastal Trans riders use it for a variety of reasons (Figure 4). although visiting friends/family and medical appointments were the dominant categories of responses.

**Figure 4 Coastal Trans Trip Characteristics**

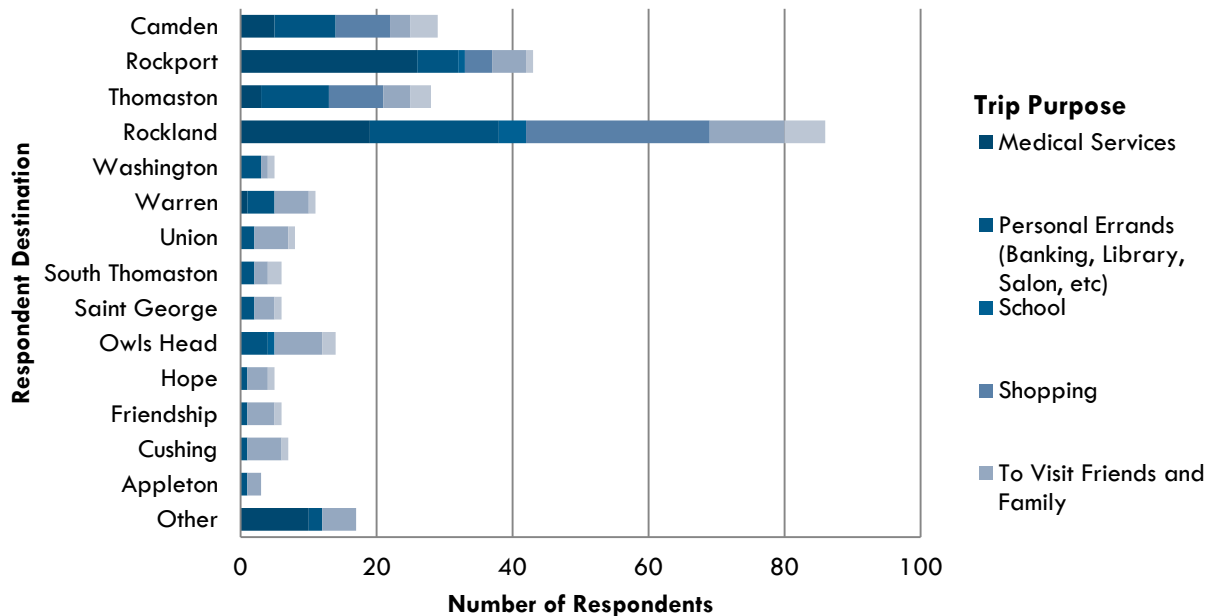


Figure 4 shows that most survey takers who use Coastal Trans have destinations in the four focus communities of this study. Trips to Camden, Rockport, Rockland, and Thomaston are heavily focused on shopping and services, while trips to other communities are primarily for personal visits with family and friends. This is not surprising, given the concentration of retail and services along the Route 1 corridor.

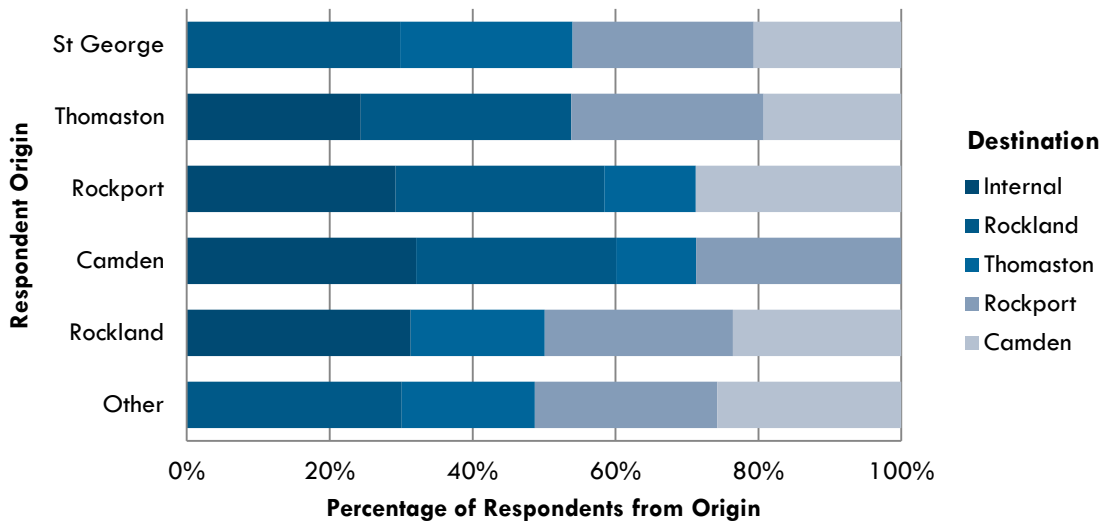
**General Travel Patterns**

The travel patterns observed on Coastal Trans are consistent with the overall travel patterns in the region. Figure 5 shows that much of the travel in the region is between separate towns, rather than circulation within a given town. For example, in Rockland, just over 30% of respondents said that they access amenities in the town itself, while 70% travel to one of the other towns. Figure 5 includes Saint George because a very high percentage of respondents (20%) were from that town.

Respondents also indicated that there were other transportation choices in the region (other than personal cars) that they used. Those mentioned most often included:

- Midcoast Rideshare (on Facebook)<sup>2</sup>
- Airlines – Colgan Air, Penobscot Island Air, Cape Air
- Midcoast Limo (to Portland Jetport, train and bus station, Logan Airport, and Bangor Airport) and other airport shuttles
- Shared ride with friends and/or family
- Hitchhiking

**Figure 5 General Knox County Travel Patterns**



Because commute patterns are usually very repetitive, commuting trips can be good candidates for transit service. Thus, the study team looked specifically at the origins of those travelling to the four towns for work and/or school purposes. Figure 6 shows that Rockland is a frequent work destination, both for those living there and for residents of Camden, Thomaston, Rockport, and other towns in the region. The most frequent destination of school trips was Rockport, followed by Camden and Rockland. School trips could include high school, college, and trade school destinations.

<sup>2</sup> [https://www.facebook.com/home.php?sk=group\\_198122346874606](https://www.facebook.com/home.php?sk=group_198122346874606)

### **Commute Times**

The survey also asked respondents about typical commuting times. In general, respondents commute within a typical peak in the morning (7:00 am – 9:00 am) and evening (3:00 pm – 7:00 pm) as shown in Figure 7. This information reflects discussions in public meetings about shift times. Although the larger employers reported non-traditional shift times in the employer survey, members of the public pointed out that smaller enterprises comprise much of the business in the Midcoast region. Thus, the findings of this survey are not surprising and instead show that there may be a relatively constant demand on the transportation systems of the region throughout the day.

Figure 6 Work and School Commute Origin and Destination Analysis

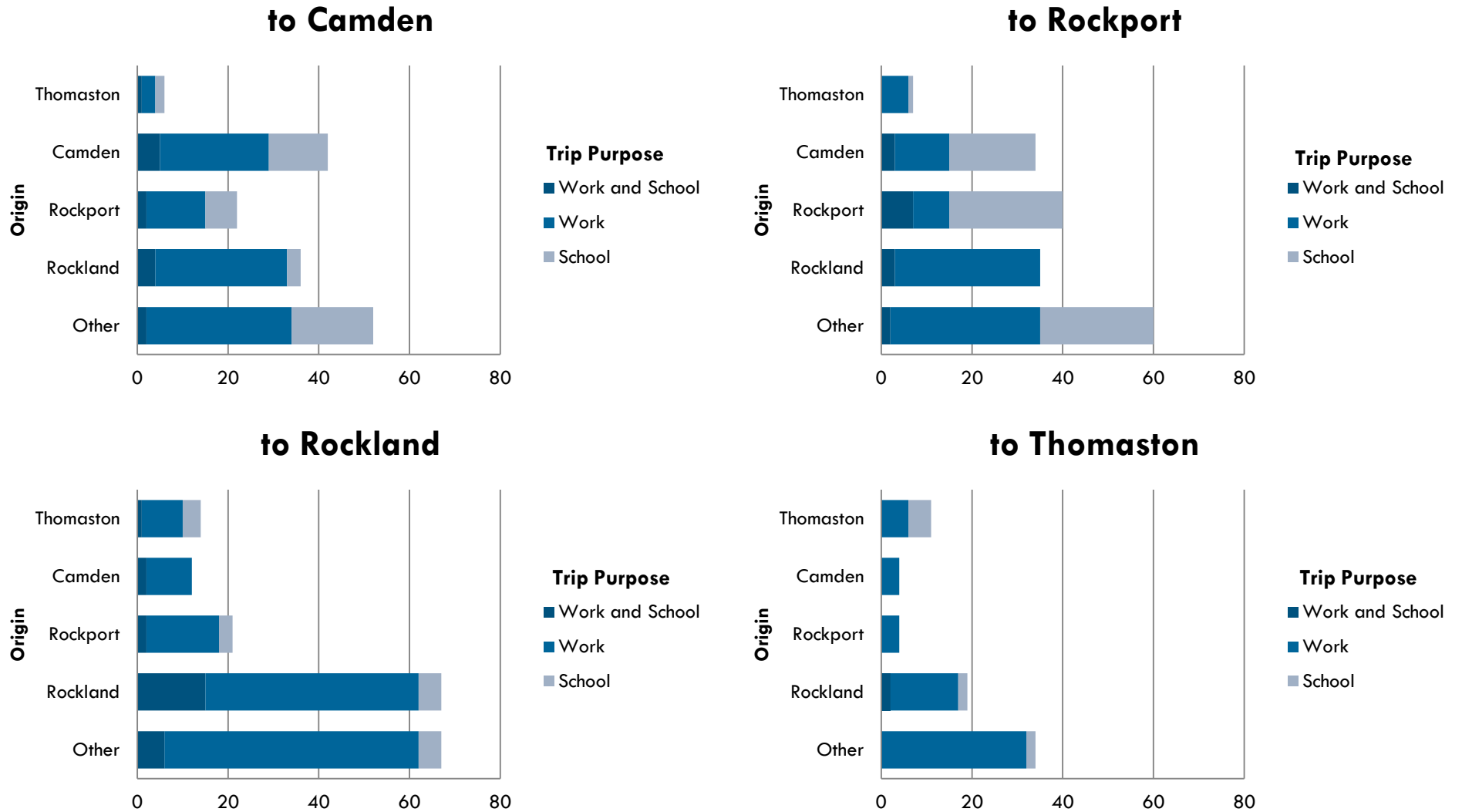
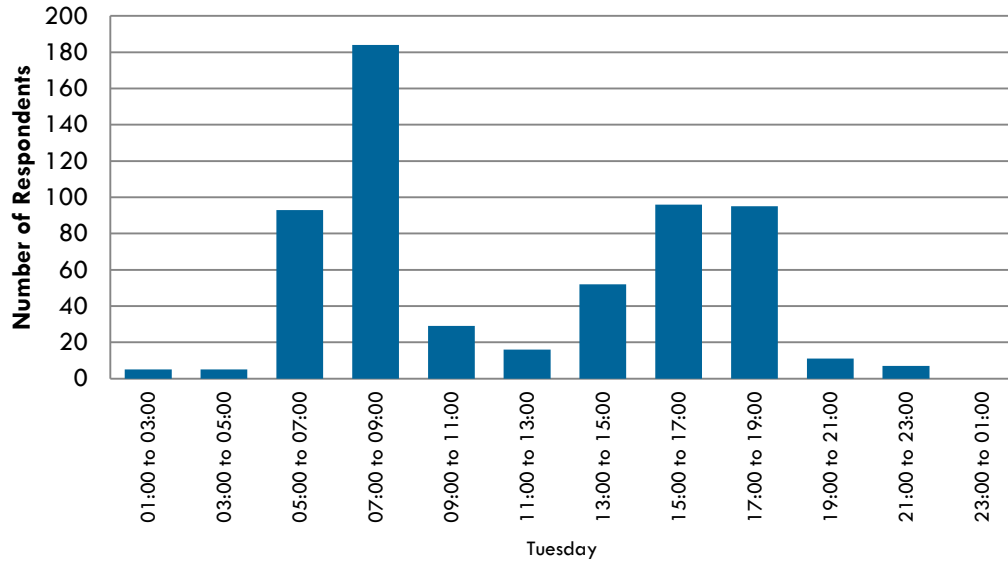


Figure 7 Reported Commute Times



### Transit Interest

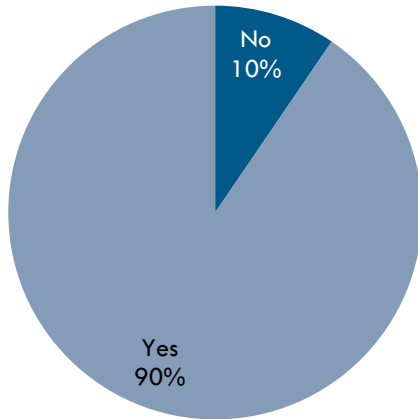
Finally, the survey asked respondents to indicate whether they thought the time was right for this sort of study as well as if they would use a potential public transit service. This section included a comments field, and several respondents chose to input additional information to help direct the study.

Figure 8 shows that while most people think that the time is right for this study, only 60% of respondents think that they would use a transit service themselves. This sentiment was reflected in the comments. While the majority of respondents felt positive about the study and the potential for service in the region, several had concerns.

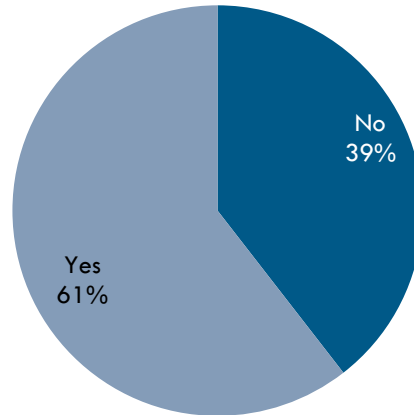


**Figure 8 Transit Interest**

Do you think that now is the right time to consider expanding public transportation services in Knox County?



Would you use a daily transit service if it was available?



In particular, respondents felt that public transit in the region would provide the following benefits:

- Help the aging and elderly get around the region
- Environmental benefits – saving gas, air quality
- Access to jobs and services, especially medical appointments. This is particularly important for low-income populations that cannot afford cars nor taxi service
- Improving the accessibility of summer destinations
- Providing an additional option other than automobile use
- Connecting residents and visitors to other transportation hubs such as airports and train stations

Despite the overall positive responses, respondents did have concerns about a potential public transit service. Several were apprehensive about the potential cost of provision and operation of public transit. Others were concerned that fares would be too high for potential riders. Additionally, several people were simply “not sure” that they would use such a service, or would only use it if it met certain conditions such as frequency or location.

Finally, several people requested specific locations or towns in which they wanted to see public transit. Those most frequently mentioned were:

- Belfast
- Saint George
- Pen Bay Medical Center
- Other transportation hubs such as Amtrak in Brunswick and Portland and the Owls Head airport
- Connections between smaller towns in the region and regional centers.
- Tradewinds for exercise

## **Summary**

In summary, a majority of the respondents to the survey were older and have access to a vehicle on a daily basis. Many respondents had heard of Coastal Trans, but not as many had used it. Those who did use the service travelled mostly to Rockport and Rockland, and the purpose of many of those trips was either medical or shopping.

Respondents generally traveled during regular commuting hours, and commutes were focused on the four towns. For both commuting and other trip purposes, a majority of respondents traveled outside of their hometowns.

While many respondents thought that public transit in the region would benefit several groups, not all thought that they personally would use the service. Some had requests as to where the service would run, or how frequently. However, the overall sentiment toward the study and transit service in Knox County was positive.

## **Intercept Survey**

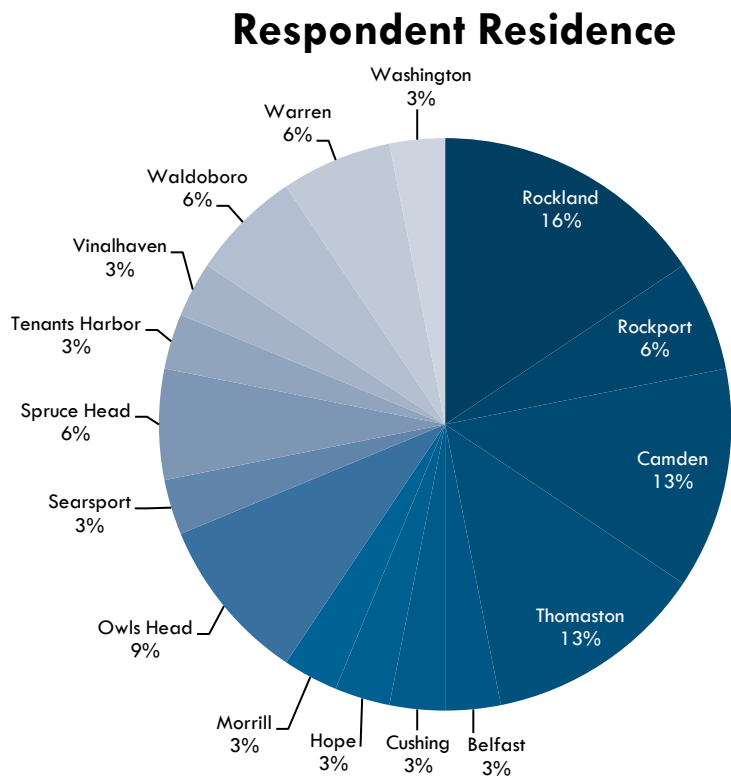
In order to reach beyond those who chose to take the online survey, the study team also interviewed members of the public on a weekday mid-morning at Wal-Mart in Rockland, a major regional destination. 30 respondents answered the same questions as those who took the online survey.

## **Intercept Survey Findings**

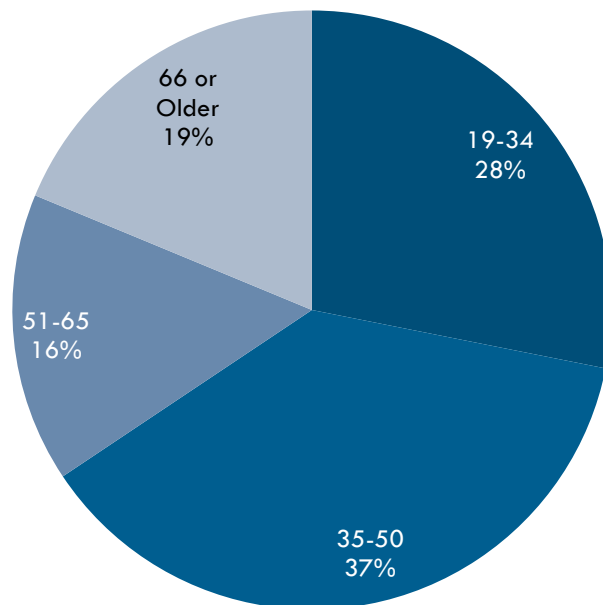
### **Respondent Information**

As Figure 9 shows, this survey reached a slightly younger group of respondents than the online survey. 48% of respondents were from the four focus communities. About **90%** of those interviewed had access to a vehicle on a daily basis, a finding consistent with that of the online survey.

Figure 9 Hometown and Average Age – Intercept Survey



### Age of Respondent



**Coastal Trans**

While about half of the respondents had heard of Coastal Trans, only four had ever used the service. Some of those respondents had not personally used Coastal Trans, but instead had helped family members or clients use it.

**General Travel Patterns and Commute Time**

Intercept survey respondents visited Camden, Rockport and Rockland more than Thomaston, although respondents from Camden and outside of the four towns also went to Thomaston for some needs. Figure 10 shows both of these trends.

**Figure 10 General Knox County Travel Patterns - Intercept Survey**

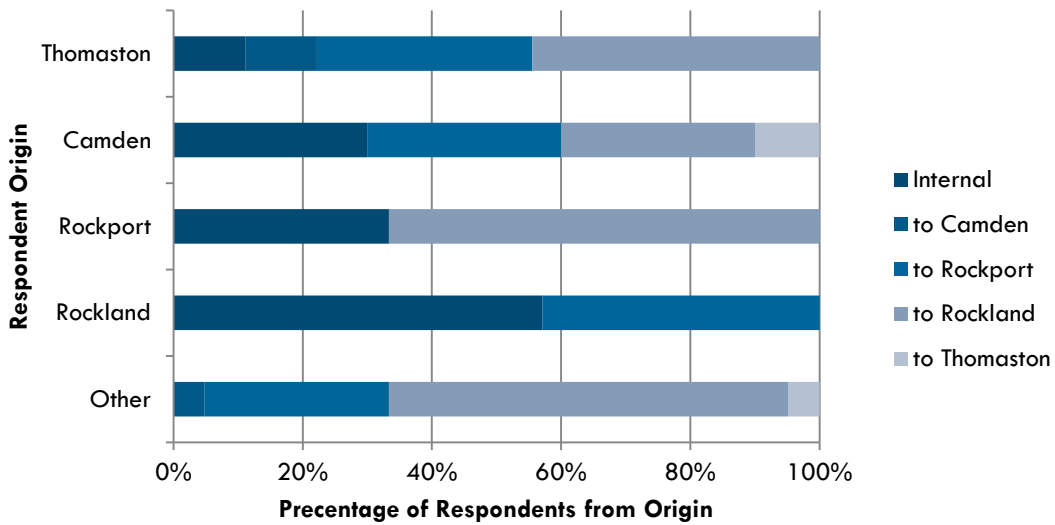
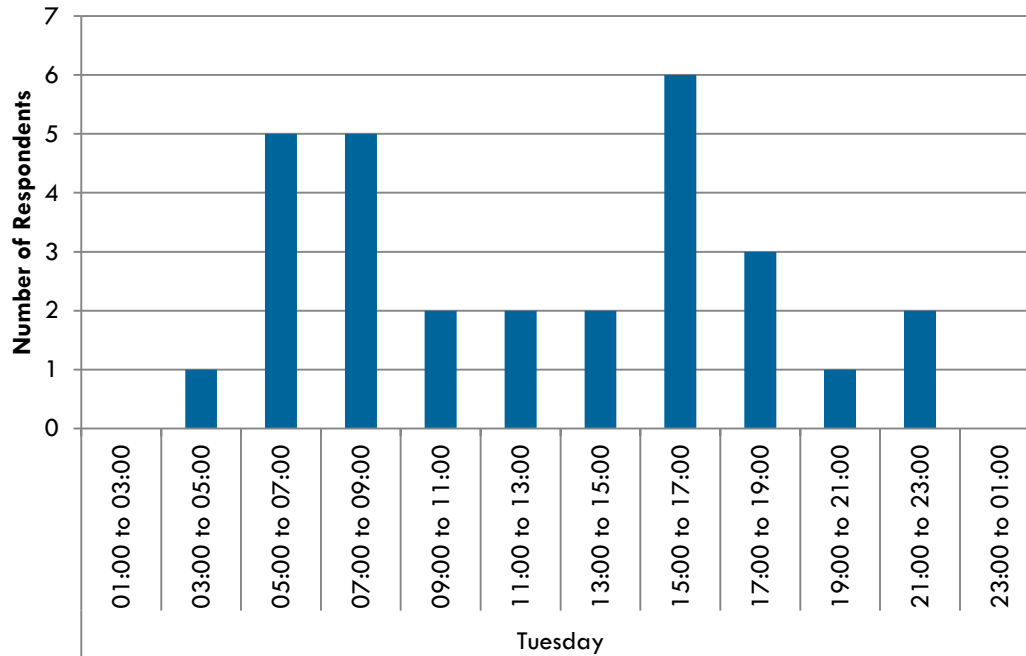


Figure 11 shows a more pronounced afternoon peak between 3:00 pm and 5:00 pm than 5:00 pm and 7:00 pm in contrast with Figure 7 Reported Commute Times from the general survey. However, this could reflect the smaller sample size. In general, the commute times for the intercept survey respondents matched that of the general survey.

Figure 11 Example Typical Commute Times – Intercept Survey



**Transit Interest**

Much like the general survey, most intercept respondents (97%) thought that the time was right to consider expanding public transportation services in Knox County, while 65% said that they would use a service if it were available.

Again, comments about the survey and potential public transit service were positive in general. Respondents highlighted the aging population, high gas prices, and number of people who could not access cars as reasons to implement public transit service in the region.

**Summary**

Responses to the intercept survey confirmed the findings of the online survey. Most respondents commute during traditional hours and access amenities in the four towns, particularly Rockland, Rockport and Camden. Although several respondents had heard of Coastal Trans, few had actually used the service. Most respondents had access to a vehicle. These findings emphasize the fact that living in the four focus towns requires travel between them (and along the Route 1 corridor) which most people are currently doing by driving.

**INNKEEPER SURVEY**

Due to the tourist-oriented nature of much of Midcoast Maine, the mobility needs of visitors to the region are important to understand. Moreover, some tourists come to Midcoast Maine by bicycle or on a cruise ship and are thus travelling without a car. Therefore, the study team reached out to innkeepers in Knox County and asked them to complete a modified version of the general on-line survey. Survey questions focused on employee commute needs, visitor transportation

needs, and gauged interest in expanded transit service for the region. A complete copy of the survey can be found in Appendix A.

Two respondents filled out the innkeeper survey, representing Craginair Inn and Restaurant in Spruce Head and the Inn at Sunrise Point in Lincolnville. Both inns employ less than 10 employees, and both keep a traditional (9:00 am – 5:00 pm) work schedule.

Of the two, only the Inn at Sunrise Point supported some form of transit in the area. This respondent found employee transportation to be a problem for current and potential employees, and indicated that some employees carpool to work. The Sunrise Point respondent also indicated that they would be interested in participating in an employer-subsidized transit program and/or a program to advertise in potential transit vehicles, while the Craginair Inn respondent did not. Finally, the Sunrise Point respondent thought that the time was right to consider transit in Knox County, requesting transit serve Lincolnville Beach.

These responses are interesting, although the paucity of data makes it difficult to draw any clear conclusions from the survey itself. However, it is indicative that the innkeeper who had trouble retaining employees due to transportation issues was supportive of transit in the area of Knox County.

## **PUBLIC MEETINGS**

In addition to other outreach activities, the study team held two public meetings. At each, the team took the opportunity to solicit input from members of the wider community as to both the study findings and its future direction. Before these meetings, the team provided press releases explaining the background of the study as well as the importance of public input. At the meetings, the team presented the findings of the existing conditions analysis and solicited feedback through structured questions (listed in Appendix E) and open discussion.

## **Findings**

The public meetings provided important insights into the travel patterns, needs and concerns in the region. In general, participants were concerned about residents aging in place, which towns would be included in a potential transit service, and the shift in travel patterns with the new Wal-Mart opening in Thomaston. Participants also identified the following “pain points” that a transit service could help alleviate:

- Traffic congestion, particularly on Route 1, in Camden and in Rockland
- Weather issues, particularly those that make it difficult to walk and bicycle in the winter months
- High and rising price of gasoline
- Transportation for kids – to and from school, sports events, and other activities
- Price of taxis
- Parking in downtown Camden and Rockport
- Ecological concerns impel some people to drive less

Participants also offered thoughts on a variety of other topics, and asked questions about transit service planning in general. In particular, the discussion helped the study team gain more comprehensive knowledge of regional destinations both in Knox County and beyond.



## PUBLIC OUTREACH

Throughout the project, the team communicated with the public both online and in local newspapers. The public could access all relevant links and content on the Midcoast Regional Planning Commission (MPC) website<sup>3</sup>, including:

- Press releases
- Study Facebook page
- Transit Needs Survey
- Data and reports
- Project presentations
- Links to websites of the firms and organizations associated with the study

## Press Releases

All press releases associated with the study included contact information, and several members of the public used this information to provide comments and questions about the study. The press releases featured statements by members of the Midcoast Transit Committee as well as the study team, and gave both background information and findings as the study progressed. The MPC website featured the full text of each press release.

## Facebook Group

The study team used the Facebook group “Midcoast Transit Study”<sup>4</sup> to publicize events and articles related to the study. Members of the public were invited to “like” the page and thus receive updates as they were posted. Overall, about 70 people “liked” the page, which reflects the high level of interest in the study.



Midcoast Transit Study Facebook Homepage

Source: [https://www.facebook.com/pages/Midcoast-Transit-Study/164856223674717?ref=br\\_tf](https://www.facebook.com/pages/Midcoast-Transit-Study/164856223674717?ref=br_tf)

<sup>3</sup> <http://www.midcoastplanning.org/transitstudy.html>

<sup>4</sup> [https://www.facebook.com/pages/Midcoast-Transit-Study/164856223674717?ref=br\\_tf](https://www.facebook.com/pages/Midcoast-Transit-Study/164856223674717?ref=br_tf)

# Appendix A Stakeholder Questions

## Midcoast Maine Transit Study Stakeholder Meeting Questions Thursday, February 28th – 1:30 pm

- As a stakeholder in this process, what agency, organization, company or interest group do you represent?
- How are mobility issues currently handled in your community (Coastal Trans, Concord Coach, taxis, others)?
- Who uses Coastal Trans and Concord Coach? How are they being used (trip types, travel patterns)?
- From your perspective, how well are the existing transportation services meeting mobility needs in your communities? What gaps do you see?
- What role do you see for public transportation in meeting current and future travel needs in your cities and in the region? What are the top priorities?
  - Access for seniors and people with disabilities
  - Providing access to jobs for carless households
  - Travel options that appeal to or serve visitors and tourists
  - Connections to colleges and universities
  - Ferry Shuttles
  - General purpose public transportation
  - Other
- What do you see as the major constraints in getting started with some of these projects/efforts? What do you need to make some of these things happen?
  - Funding – local or federal/state?
  - Leadership support
  - Staff availability
  - Design expertise
  - Other
- Are there examples of other transit agencies that get transit “right” and could serve as a model for the Mid-Coast Region?
- How interconnected are the cities of the Midcoast region? Are there critical services that exist in one town but not the other? Is travel (not just transit) mostly local or region-wide?
- What is your perception of the pedestrian environment in your cities and in the region? Is it in a position to support transit? Is transit seen as a solution to poor pedestrian connections?
- What sort of historical perspective can you provide to this study? Has transit service existed in the region before? What worked, what didn’t, and why?
- Do you have any other concerns or things the team should be aware of as we go forward?

## Appendix B Employer Survey Questions

1. What is your name and title?
2. How many employees do you have?
3. How would you describe what your company does (If we are unclear)
4. How many employees does your company or organization employ in Knox County?  
(Name each location in Knox County if more than one)
5. To the best of your knowledge, do any of your employees use the following ways to get to work?
  - Coastal Trans (MAY NEED TO DESCRIBE):
  - Taxi:
  - Vanpool (GO MAINE):
  - Carpool:
6. Do you have difficulty attracting or retaining employees because of transportation issues?  
(Essentially we are trying to find out what the transportation needs are in your area.)
7. What are your biggest issues in hiring or retaining employees?
8. Do you have difficulty attracting or retaining clients or customers because of transportation issues?
9. Does your organization have a traditional work schedule (9:00 – 5:00) or do many employees work late night / early mornings? Do they all come in at the same time or in designated shifts?
10. Does your organization participate in any programs to encourage or facilitate carpooling or vanpooling (or have you ever)?
11. Do you or have you ever provided your own transportation service (company van) to allow your employees or customers to reach you more easily?
12. Would your organization consider participating in an employer subsidized transit pass program for your employees if they were able to utilize transit to get to work?
13. Would your organization consider advertising on or in transit vehicles or passenger amenities if they were available?
14. Do you think the time is right to consider a general purpose public transportation service in Knox County?
  - Yes
  - No
  - Comment (Optional)
15. Would you be willing to publicize an online survey through your internal /external communications network, whether it is e-mail, a newsletter or whatever you use?
16. Would you be interested in getting updates on the study via email?

# Appendix C Online Survey Questions

## Midcoast Transit Study Public Survey

*The Midcoast Transit Committee is exploring the potential for public transportation services in Knox County. Please tell us your thoughts and ideas about how you travel in and around the county.*

Where do you currently live?

Town: \_\_\_\_\_

How old are you?

1. 18 or younger
2. 19-34
3. 35-50
4. 51-65
5. 66 or older

What is your current employment status (circle all that apply):

- Employed
- Looking for Employment
- Retired
- Student (Middle, High School)
- Student (College, University, Trade School)
- Disabled
- Other \_\_\_\_\_

Do you have access to an automobile that you can use on a daily basis?

- Yes
- No

Have you ever used Coastal Trans?

1. Yes
2. No

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If you have used Coastal Trans please tell us a little bit about how you use it. If have not used it please skip this question. Where do you typically travel for the following purposes (Check all that apply)?

	Work	School	Shopping	Medical Services	Personal Errands (banking, shopping, library, salon, etc).	Visit Family or Friends
Camden						
Rockport						
Rockland						
Thomaston						
Appleton						
Cushing						
Friendship						
Hope						
Owls Head						
Saint George						
South Thomaston						
Union						
Warren						
Washington						
Other (name)						
Other (name)						
Other (name)						

Have you used any other transit services in Knox County (check all that apply)

- Taxis
- Concord Coach
- Vanpool (GO MAINE)
- Ferries
- Site-Specific Shuttle (Coastal Opportunities, Salvation Army, Quarry Hill, etc.)
- Other \_\_\_\_\_

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Please tell us about your current travel patterns (regardless of how you get there). Where do you typically travel for the following purposes (Check all that apply)?

	Work	School	Shopping	Medical Services	Personal Errands (banking, shopping, library, salon, etc).	Visit Family or Friends
<b>Camden</b>						
<b>Rockport</b>						
<b>Rockland</b>						
<b>Thomaston</b>						
Appleton						
Cushing						
Friendship						
Hope						
Owls Head						
Saint George						
South Thomaston						
Union						
Warren						
Washington						
Other (name)						
Other (name)						
Other (name)						

If you commute to school or work daily, can you give us an idea of what times you commute?  
Please check all that apply. If you do not commute to school or work please skip this question.

	3-5am	5-7am	7-9am	11am-1pm	1-3pm	3-5pm	5-7pm	7-9pm	9-11pm	11pm-1am	1-3am
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											
Sunday											



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Would you use a daily transit service if it were available?

- Yes
- No

Do you think the time is right to consider a general purpose public transportation service in Knox County?

- Yes
- No
- Comment (Optional) \_\_\_\_\_

# Appendix D Innkeeper Survey

## Survey Questions for Hotel and Inn Keepers

*The Midcoast Transit Committee is exploring the potential for public transportation services in Knox County. The following questions are meant to assess the mobility needs of area employers and their employees.*

Which hotel/inn do you represent? Name \_\_\_\_\_ Town \_\_\_\_\_

How many employees do you employ in Knox County?

(Name each location in Knox County if more than one) \_\_\_\_\_

To the best of your knowledge, do any of your employees use the following modes to get to work?

- Coastal Trans
- Taxi
- Vanpool (GO MAINE)
- Carpool

Do you have difficulty attracting or retaining employees because of limited transit options?

Do you have difficulty attracting or retaining clients or customers because of limited transit options?

Do your employees have at traditional work schedule (9:00 – 5:00) or do many employees work late night / early mornings?

Do you or have you ever provided your own transportation service (hotel van, for example) to allow your employees or customers to reach you?

Would you consider participating in an employer subsidized transit pass program for your employees if they were able to utilize transit to get to work?

Would you consider advertising on or in transit vehicles or passenger amenities if they were available?

Do you think the time is right to consider a general purpose public transportation service in Knox County?

- Yes
- No
- Comment (Optional) \_\_\_\_\_

# Appendix E Public Meeting Questions for Discussion

## Questions for Discussion

- What surprised you most about the information you have seen tonight?
- What are the key destinations in your community or in the region that you feel must be included in any transit system?
  - Do these differ by time of year?
- People often turn to transit as a solution to a specific “pain point.” What are the pain points in this region?
- Which of the service approaches do you think would benefit your community most?
  - If different approaches would benefit different groups, please explain.