

Appendix B: PARTICIPANTS OF SURVEY

Organization Type	Service Area	Organization	Survey	Interview
Non-Profit	Camden	ARC Camden	X	
Non-Profit	Camden	Camden Community Partnership	X	X
Gov	Chester	Chester County	X	X
Gov	Chester	Chester County	X	X
TMA	NJ	Cross County Connection TMA	X	X
Gov	Delaware	Delaware County	X	X
TMA	Delaware	Delaware County TMA	X	X
TMA	Mercer	Greater Mercer County TMA	X	X
TMA	Montgomery	GVF	X	
Private	Chester	Krapf Transportation	X	X
Gov	Mercer	Mercer County	X	X
Gov	Montgomery	Montgomery County	X	X
Transit	NJ	NJTransit (Access Link)	X	
Transit	NJ	NJTransit (Local Programs)	X	X
Transit	NJ	PATCO	X	
Gov	PA	PennDOT	X	
Non-Profit	NJ	Senior Citizens United Community Service	X	
Private	Montgomery	Suburban Transit Network	X	
Transit	PA	SEPTA	X	X
TMA	Montgomery	The Partnership TMA	X	X
TMA	Bucks	TMA Bucks	X	
TMA	Chester	TMA of Chester County	X	X

Appendix C: SURVEY QUESTIONS & RESPONSES

SURVEY QUESTIONS

Survey Questions

Section 1: DVRPC Philadelphia Region's Accessible Transportation Service Provider Needs Assessment

DVRPC's [Equity Through Access \(ETA\)](#) program is currently updating the [Coordinated Human Service Transportation Plan \(CHSTP\)](#) for the Delaware Valley Region. As part of our update process, we are seeking input from public human transit service providers regarding their accessible service resources. Public human transit service providers include public, private, and non-profit organizations that provide transit for access to jobs, low-income populations, and people with disabilities.

In an effort to help ETA better support the work of our partners across the Philadelphia region, we are asking service providers to complete an 8-10 minute survey that will help us assess the improvement and/or persistence of gaps in accessible transit service that were identified in the previous CHSTP, as well as any new needs that may have emerged. Your feedback will be a key component in identifying accessible transportation funding and implementation priorities moving forward.

Email: _____

Do you directly provide accessible transit services or oversee accessible transit services and funding?

- My organization/agency directly PROVIDES/OPERATES accessible transit services.
- My organization/agency SUPERVISES/COORDINATES transit options and/or ADMINISTERS FUNDS.
- Both.

Name of organization or agency:

Department name:

Section 2: About your organization

Q1. Program or service names(s):

Q2. How is your organization working towards providing 100% accessible options for your service area? (Check all that apply.)

- Best practices recommendations/plans
- Mapping of services
- Assistance with grant writing
- Other: _____
- Regular convening of partners
- Creating promotional materials

Q3. How do you feel the COVID-19 pandemic has impacted your organization's work regarding accessible transportation?

Q4. What tools or resources would help your organization as it works towards providing transit options that are 100% accessible?

Section 3: Regional Accessibility

Q5. Which groups does your organization collaborate with when planning for accessible transit services? (Check all that apply.)

- Department of Transportation
- State government
- DVRPC
- Local transit authority
- Local municipalities
- Colleges/Universities
- Other: _____
- Healthcare Providers
- Non-profit transit providers
- Private transit providers
- Large employers
- Citizen-led groups

Q6 Does your organization coordinate with any Transportation Network Companies (TNCs) or ride-hailing companies?

- Yes
- No
- Other: _____

Q7. If you answered yes above, what has been your experience coordinating with TNCs or ride-hailing companies in your service area?

Q8. What information-sharing challenges or roadblocks does your organization face?

- Technical capacity limitations
- Limited forums for peer-to-peer exchanges
- Other: _____

Section 4: Funding

Q9. What funding sources (local, federal, private, etc.) do you use to support your accessible transit CAPITAL needs?

Q10. What funding sources (local, federal, private, etc.) do you use to support your accessible transit OPERATIONAL needs?

Q11. What estimated percentage of the accessible transit options in your service area are provided by private/non-profit organizations?

- Less than 10%
- 10-30%
- 31-50%

- 51-75%
- More than 75%

Q12. What gaps do you see in funding opportunities for accessible transit service?

Q13. Are there any planning data or mapping tools or resources that would benefit your organization when applying for funding for accessible transit?

Section 5: Customer Support

Q14. If I were a potential customer interested in your accessible transit service, where could I go to get more information? (Check all that apply.)

- Government Website
- Private/non-profit groups website
- Customer service call center
- Marketing onboard transit services
- Public advertisements throughout service area
- Marketing at healthcare offices
- Other: _____

Q15. How does your organization gather customer feedback regarding your accessible transit service? (Check all that apply.)

- Website
- Comment cards onboard transportation service
- Customer service call center
- Social media
- Other: _____

Q16. Does your organization provide training or orientation for new accessible transit/paratransit riders?

- Yes, all new accessible transit passengers receive training on using our services.
- Yes, by request only.
- No.

- Other: _____

Section 6: Accessible Transit Options

Q17. Has the size of accessible locations or schedule of accessible transit options changed in your service area since 2020?

- Yes, service AREA DECREASED
- Yes, service SCHEDULE DECREASED
- Yes, service AREA INCREASED
- Yes, service SCHEDULE INCREASED
- No
- Other: _____

Q18. What tools or resources did your organization use to support the decision to decrease or expand your accessible transit service?

Q19. Which essential services or destinations does your service provide access to?

(Check all that apply.)

- Hospital/medical center
- Grocery store
- Pharmacy
- Other: _____
- Large employer/job site
- Government agency offices (post office, DMV, civil court, etc.)

Q20. DVRPC routinely convenes government officials, advocacy groups, and residents from across the Greater Philadelphia area to discuss regional planning needs. Are there any ways that you see DVRPC supporting the accessible transit needs of your organization using our planning and/or community engagement resources?

- More DVRPC Work Program projects that target accessible transportation gaps identified in the ETA Plan
- More DVRPC-run workshops and/or designated information sharing forums
- Establishment of a regional ETA working group/steering committee
- Other: _____

Q21. What resources, tools, or planning/data products would help your organization provide accessible transit service options to the underserved essential services or destinations in your service area? Please include specific service destinations in your response.

Section 7: DVRPC's Equity Through Access (ETA) Map Toolkit

Q22. Are you familiar with DVRPC's ETA Map Toolkit? You can view the toolkit here: <https://www.dvrpc.org/eta/>. (Check all that apply.)

- Yes, my agency has used it before to inform our planning work.
- Yes, staff members at my agency have interacted with it.
- Yes, staff members at my agency are aware of it but do not interact with it.
- No, this is the first time I am hearing of the Map Toolkit.

Q23. Are you able to provide digital maps (GIS or other) of the routes in your service area for DVRPC to incorporate into our Equity Through Access Map Toolkit?

- Yes, I will email the data/information to kbancone@dvrpc.org.
- Maybe, I will reach out to kbancone@dvrpc.org on this matter.
- No.

Q24. How could DVRPC's Equity Through Access Map Toolkit be improved to better support your organization's accessible transit work?

Section 6: Thank You!

Thank you for helping us to improve accessible transportation across the Philadelphia region. Are there any final thoughts that you would like to share with DVRPC?

SURVEY RESPONSES

Q1 Do you directly provide accessible transit services or oversee accessible transit services and funding?

Both.	3
My organization/agency directly PROVIDES and/or OPERATES accessible transit services.	7
My organization/agency SUPERVISES/COORDINATES transit options and/or ADMINISTERS FUNDS.	12
Total	22

Q2. How is your organization working towards providing 100% accessible options for your service area? (Check all that apply.)

Responses: 22

Type of Organization	Best practices	Mapping	Grant writing	Regular convening	Marketing and outreach	Physical upgrades	Other
Both.	3	2	2	2	1	0	1
Directly Provides/Operates Service	5	1	1	1	2	2	2
Supervises/Coordinates/Administers Funds	12	7	7	10	8	0	3
Total	20	10	10	13	11	2	6

Q5. Which groups does your organization collaborate with when planning for accessible transit services? (Check all that apply.)

Responses: 22

Type of Organization	DOT	State	DVRPC	Local transit authority	City/ County	Colleges/ Universities	Health-care Providers	Non-profit transit providers	Private transit providers	Large employers	Citizen-led groups	Other
Both.	2	2	2	2	2	1	2	1	0	2	1	1
Directly Provides/Operates Service	0	3	2	5	5	2	1	5	2	2	1	2
Supervises/Coordinates/Administers Funds	7	8	7	10	12	8	8	6	8	6	4	4
Total	9	13	11	17	19	11	11	12	10	10	6	7

Q6. Does your organization coordinate with any Transportation Network Companies (TNCs) or ride-hailing companies?

Responses: 22

Type of Organization	Yes	No
Both.	1	2
Directly Provides/Operates Service	2	5
Supervises/Coordinates/Administers Funds	4	8
Total	7	15

Q8. What information-sharing challenges or roadblocks does your organization face?

Responses: 19

Type of Organization	Technical capacity limitations	Limited forums for peer-to-peer exchanges	Other
Both.	0	0	1
Directly Provides/Operates Service	2	2	2
Supervises/Coordinates/Administers Funds	7	2	3
Total	9	4	6

Q11. What estimated percentage of the accessible transit options in your service area are provided by private/non-profit organizations?

Responses: 21

Type of Organization	Less than 10%	10-30%	31-50%	51-75%	more than 75%
Both.	0	0	0	0	2
Directly Provides/Operates Service	2	1	2	0	2
Supervises/Coordinates/Administers Funds	5	2	1	3	1
Total	7	3	3	3	5

Q14. If I were a potential customer interested in your accessible transit service, where could I go to get more information? (Check all that apply.)

Responses: 22

Type of Organization	Government website	Non -profit website	Customer service call center	Marketing onboard transit	Public advertisement	Marketing at healthcare offices	Other
Both.	2	2	1	1	1	2	0
Directly Provides/ Operates Service	5	5	5	1	1	2	1
Supervises/ Coordinates/ Administers Funds	6	10	5	2	3	2	4
Total	13	17	11	4	5	6	5

Q15. How does your organization gather customer feedback regarding your accessible transit service? (Check all that apply.)

Responses: 20

Type of Organization	Website	Comment cards	Call center	Social media	Other
Both.	2	1	2	2	2
Directly Provides/Operates Service	4	2	5	2	3
Supervises/Coordinates/Administers Funds	7	1	5	5	7
Total	13	4	12	9	12

Q16. Does your organization provide training or orientation for new accessible transit/paratransit riders?

Responses: 22

Type of Organization	Yes	Yes, by request	No	Other
Both.	1	1	1	0
Directly Provides/Operates Service	1	2	3	1
Supervises/Coordinates/Administers Funds	1	4	3	4
Total	3	7	7	5

Q17. Has the size of accessible locations or schedule of accessible transit options changed in your service area since 2020?

Responses: 22

Type of Organization	Area decreased	Schedule decreased	Area increased	Schedule increased	No	N/A
Both.	0	0	1	0	2	0
Directly Provides/Operates Service	0	1	0	4	2	0
Supervises/ Coordinates/ Administers Funds	1	2	1	2	5	3
Total	1	3	2	6	9	3

Q19. Which essential services or destinations does your service provide access to? (Check all that apply.)

Responses: 21

Type of Organization	Hospital/medical center	Grocery store	Pharmacy	Large employer/ job site	Government office	Other	N/A
Both.	3	3	3	2	3	0	0
Directly Provides/Operates Service	6	6	6	4	6	2	0
Supervises/ Coordinates/ Administers Funds	9	8	7	8	8	2	2
Grand Total	18	17	16	14	17	4	2

Q20. DVRPC routinely convenes government officials, advocacy groups, and residents from across the Greater Philadelphia area to discuss regional planning needs. Are there any ways that you see DVRPC supporting the accessible transit needs of your organization using or planning and/or community engagement resources?

Responses: 21

Type of Organization	Work program projects	Workshops/ information sharing	Regional steering committee	Other
Both.	2	2	3	0
Directly Provides/Operates Service	3	3	4	0
Supervises/ Coordinates/ Administers Funds	6	5	5	1
Grand Total	11	10	12	1

