



Memorandum:

To: City of Florence Transportation Committee
From: Clare Kurth, Associate Planner
Meeting Date: May 21, 2024
Subject: 2024 Rhody Express Ridership Survey – Summary of Results

Introduction

The 2024 Rhody Express Ridership survey launched Saturday April 27th and ran through May 10th. In an effort to launch the survey, two ride-free days were offered; one on Saturday April 27th and the other Monday April 29th. On both of the free-ride days a member of the Transportation Committee or City staff was on the bus for at least one loop to talk with riders and help complete surveys if needed.

For the duration of the ridership survey, surveys forms were available on the Rhody Express, at City Hall, on the City webpage, Helping Hands, Siuslaw Outreach Services (SOS), Food Share, and the Department of Health Services (DHS) office. A total of 32 surveys were received by the City. The breakdown of where and how surveys were submitted is included as part of the summary of results (pg. 3 & 11 of 11, Attachment 1). Attachment 1 is draft version of the survey results and Attachment 2 is the raw surveys received.

Considerations and Next Steps:

Several changes are proposed to the existing Rhody Express service, including a second bus, increased frequency, and up to 4 new shelters. In addition to Rhody Express changes and expansion of service the Link-Lane service has also expanded service on the Florence-Yachats and Florence-Eugene services. The changes to Link-Lane have the potential to also impact the Rhody Express service. The current results will help with capturing current data on the Rhody Express. Either in the fall of 2024 or spring of 2025 another survey launch will likely be coordinated by the City's Transportation Committee to assess the impact of changes after implementation.

Discussion and Comments:

Below are a few questions to guide discussion on the survey results.

- Where the results received the results expected?
- Where or how else could the surveys been distributed to better target current riders?
- What are your initial thoughts or comments on the results of the survey?
- What would make the survey summary of results and graph easier to read and use?

Attachment:

- Attachment 1: 2024 Ridership Survey Results Summary and Graphs
- Attachment 2: 2024 Ridership Surveys Submitted

Attachment 1:

Summary of Results

Summary of Results-	pg. 1-3
Question 1 Graph-	pg. 4
Question 2 Graph-	pg. 5
Question 3 Graph & Comments-	pg. 6
Question 4 Graph & Comments-	pg. 7
Question 5 Graph-	pg. 8
Question 6 Graph & Comments-	pg. 9
Question 7 Graph & Comments-	pg. 10
How Surveys were submitted graph-	pg. 11

2024 Rhody Express Ridership Survey

Survey Launch Date: April 27, 2024

Survey Closed Date: May 10, 2024

1	How often do you ride the Rhody Express?	1 x or less per month	1 or 2 x per month	About 1x a week	More than 1x per week		
		7	5	7	13		

2	How long have you been using Rhody Express	Less than 6 Months	6 months - 1 yr	1 - 3 yrs	3 - 5 yrs	5+ yrs	Not Answered
		6	2	11	3	9	1

3	What is your main purpose for riding the Rhody Express?	Home	Shopping	Social, Rec, Religious	Medical Services	Work/Work Related	School / School Related
		8	15	12	12	6	0

Other: Everyday
Eugene
Laundry & shower

4	What Changes to Rhody Express service would make riding more	Earlier Morning	Later Evening	More Destinations / Expanded Route	More Frequent Weekday Service	Weekend Service	Not Answered
		8	10	6	6	19	2

Other: Saturday
Free soda

Where would you like the

bus to go? Senior Center, Day Cares, Obvious Places

Answers all my needs

1-2 bus times a day to ocean beach would be great. (Beach ride there for 1 hour stay - then

Heaven

Just fine with its route

Las Vegas

5	Are you using a connection service today?	Eugene-Florence	Florence-Yachats	Coos Cat	Other	Not answered	
		3	2	2	1	24	

6	How would you rate the safety of Rhody Express	Excellent	Good	Neutral	Fair	Poor	Not Answered
		13	10	4	2	2	1

Comments: Lived here 25 yrs ago when houses were blowing up from meth labs,
Sometimes it's scary when homeless are hanging out there - Safeway & Grocery Outlet
The driver is very nice
Wish Link Lane could stop at Walmarts
Trash Cans
More cleaning needed on the bus

Shelter / Stop Used: 43rd St, 12th and Spruce, and Safeway
30th and Oak
Dollar Tree & 12th Street
Green Trees, Old Town, Bi-Mart
Very poor (shelter circled)
Bi-Mart / Safeway
Fred Meyer, Dollar Tree Grocery Outlet

7	How would you rate the quality of the current	Excellent	Good	Neutral	Fair	Poor	
		16	12	2	1	0	

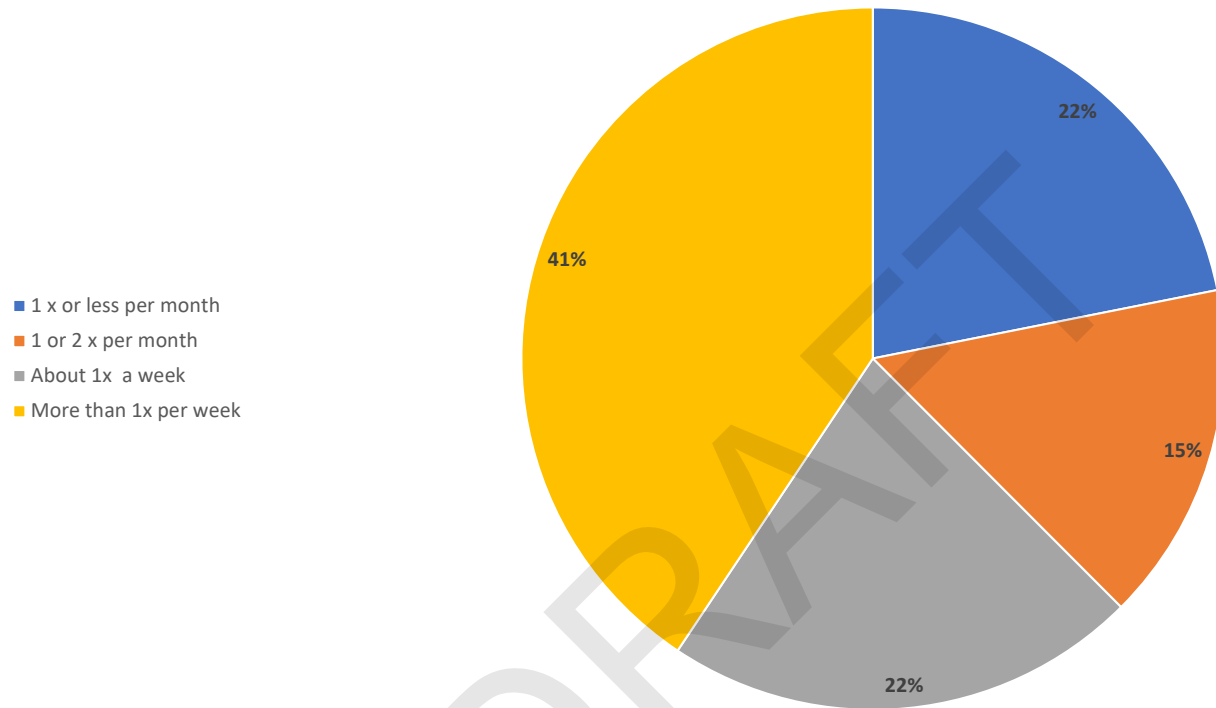
Comments: Service is a life saver
The driver needs more days off
Thank you
Thank you

How surveys were submitted:**Comments:**

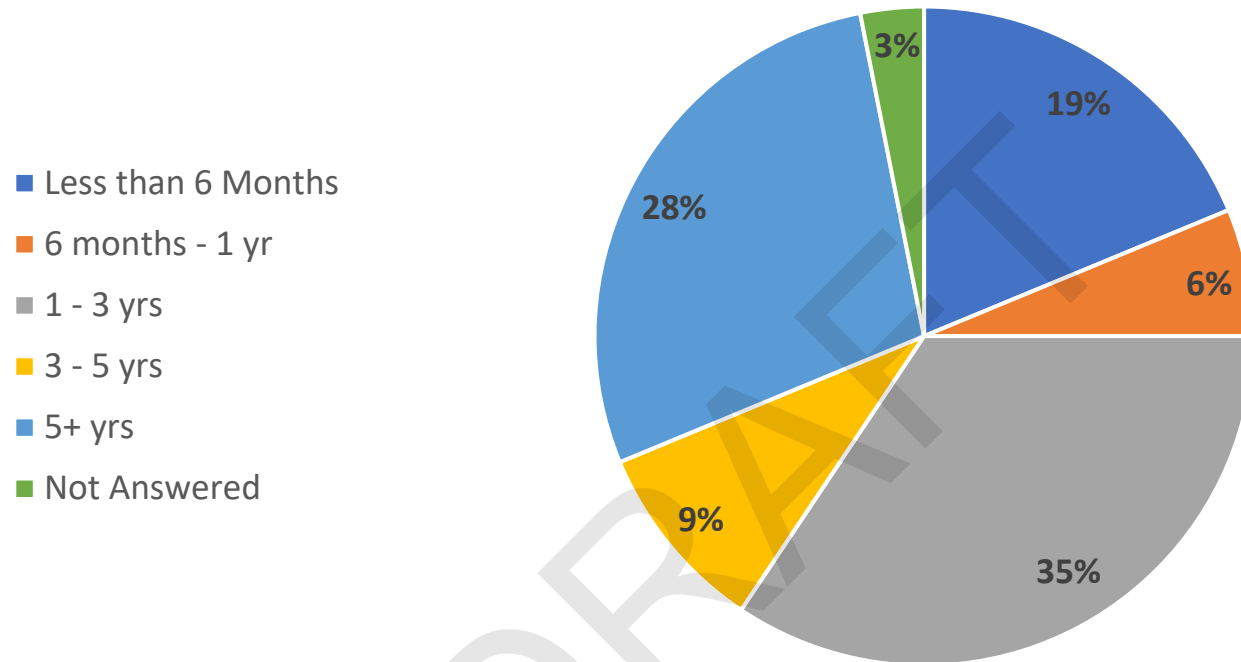
Rhody Express	18	56% of surveys where from people riding the bus.
Helping Hands	8	
City Hall	2	Dropped off at City Hall
SOS	2	Staff stated, most people asked reported not using the se
Food Share	1	
Online	1	Fillable form available on line for duration of the survey
DHS	0	surveys dropped off, none completed and returned
Total Responses:	32	

DRAFT

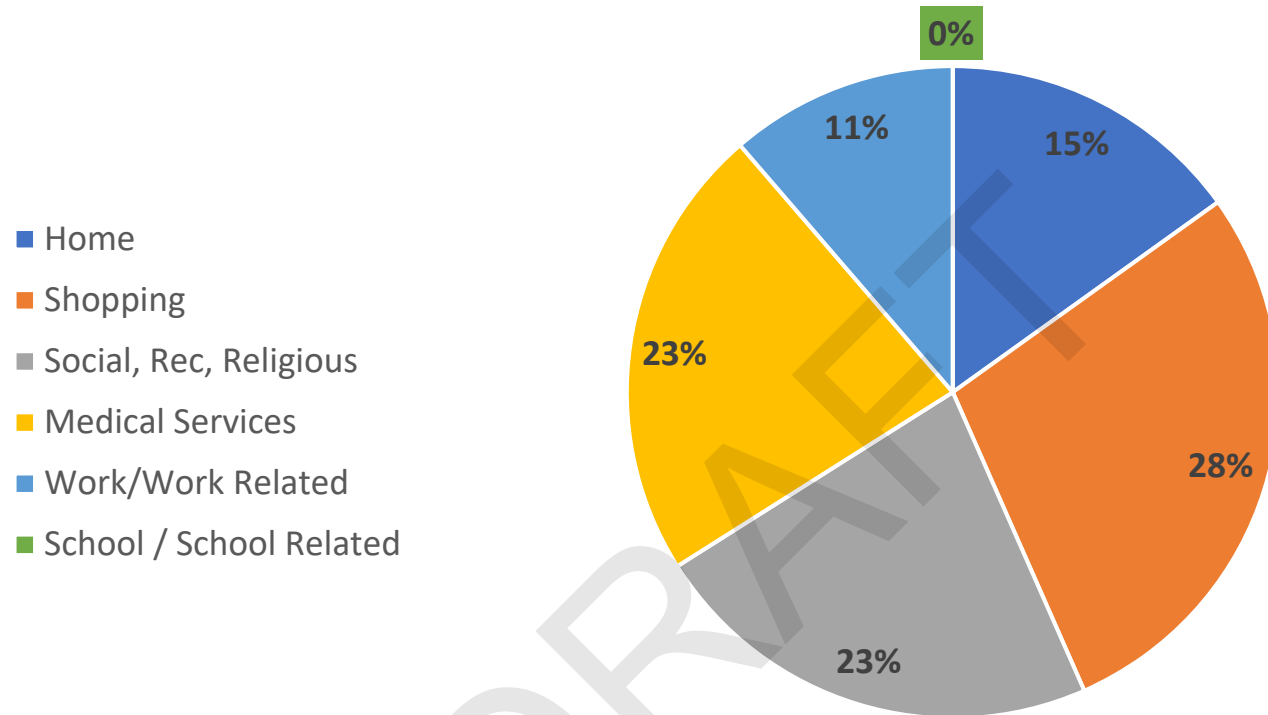
1. How often do you ride the Rhody Express?



2. How long have you been using Rhody Express



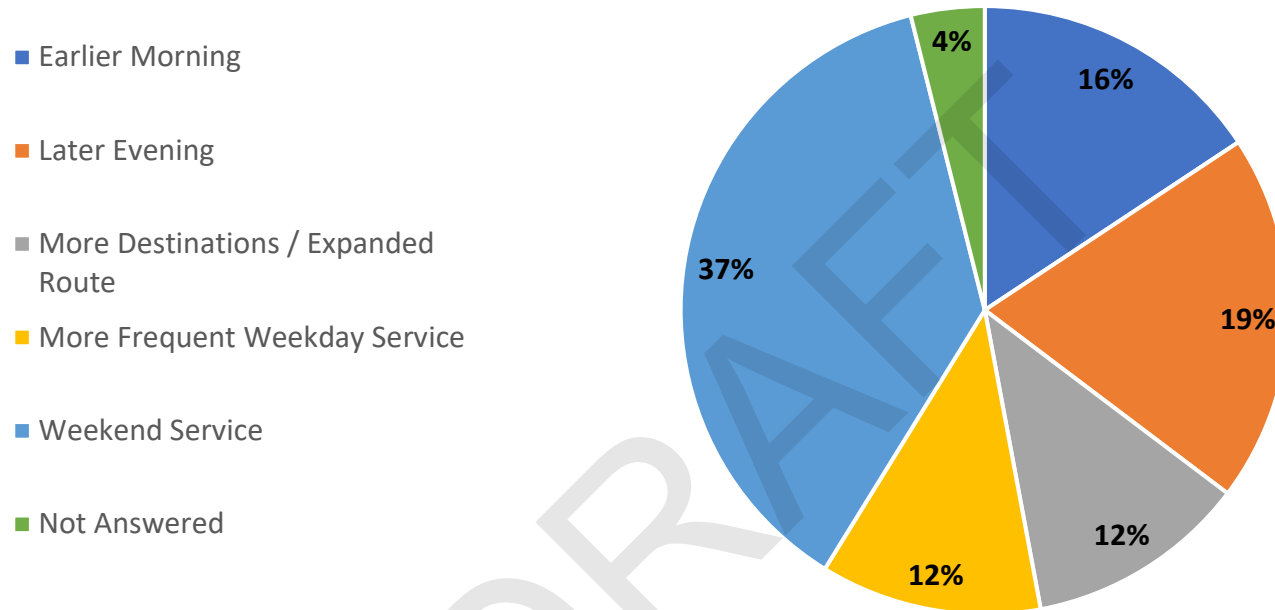
3. What is your main purpose for riding the Rhody Express?



Comments Provided About Other Riding Purpose:

Everyday
Eugene
Laundry & shower

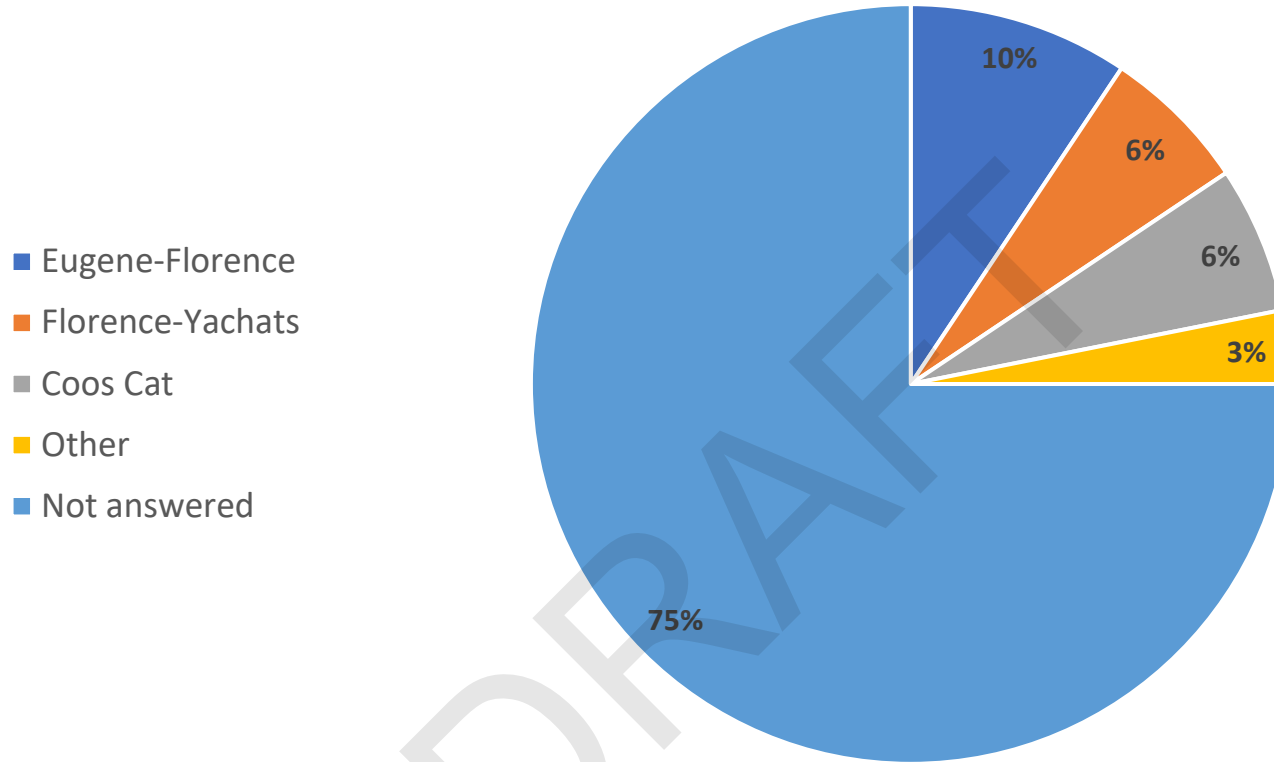
4. What Changes to Rhody Express service would make riding more convenient?



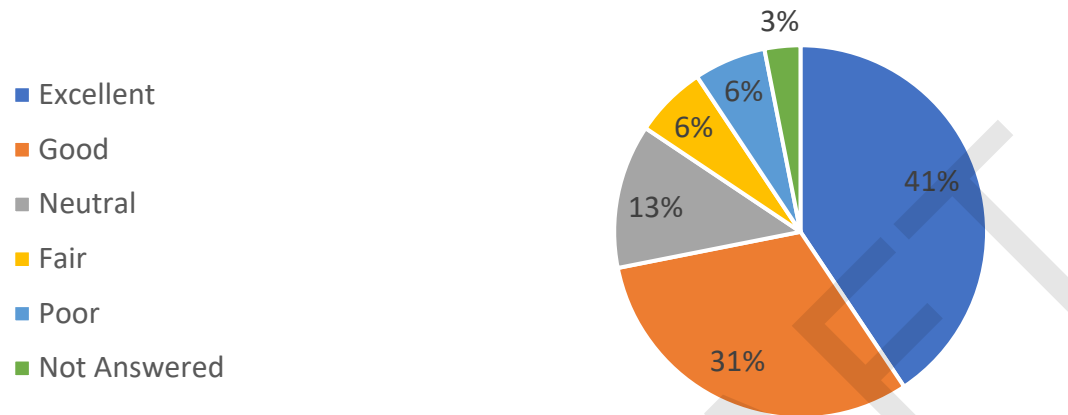
Comments about where else riders would like the Rhody Express to go

Senior Center, Day Cares, Obvious Places
Answers all my needs
1-2 bus times a day to ocean beach would be great.
Heaven
Just fine with its route
Las Vegas

5. Are you using a connection service today?



6. How would you rate the safety of Rhody Express and bus shelter / stop



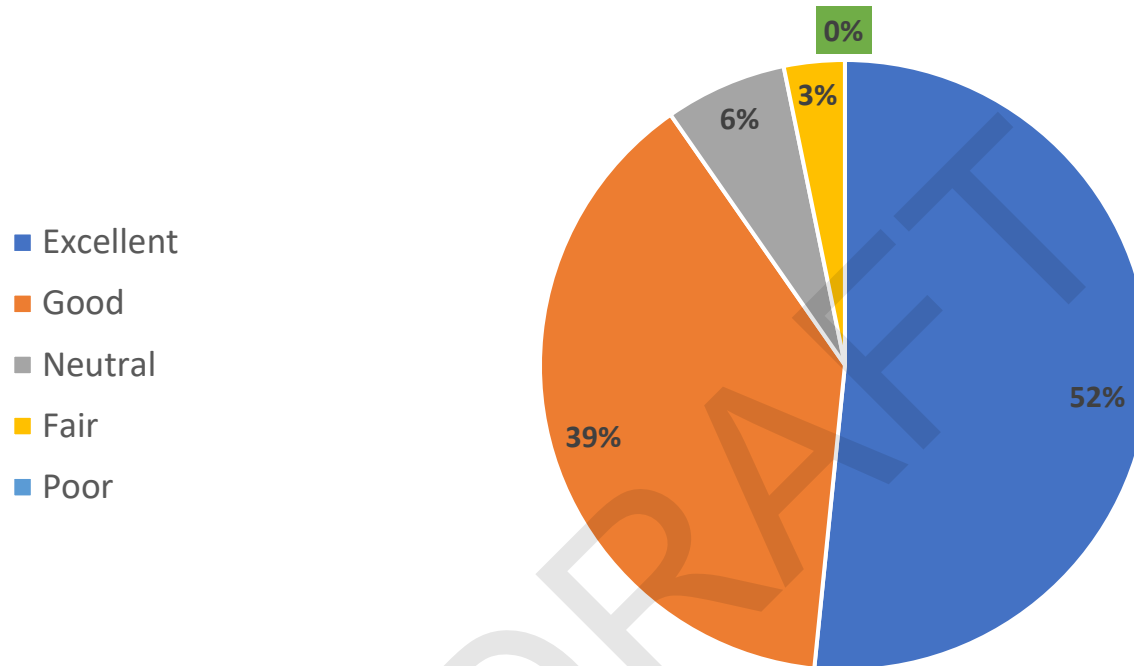
Comments on stop / shelter safety

Lived here 25 yrs ago when houses were blowing up from meth labs,
 Sometimes it's scary when homeless are hanging out there - Safeway & Grocery Outlet
 The driver is very nice
 Wish Link Lane could stop at Walmarts
 Trash Cans
 More cleaning needed on the bus
 Very poor (shelter circled, shelter not spec

Stops riders reported using

30th & Oak	Green Trees
12th Street	Old Town
Grocery Outlet	Fred Meyers
12th St & Spruce	Bi-mart
Safeway	Dollar Tree
43rd Street	

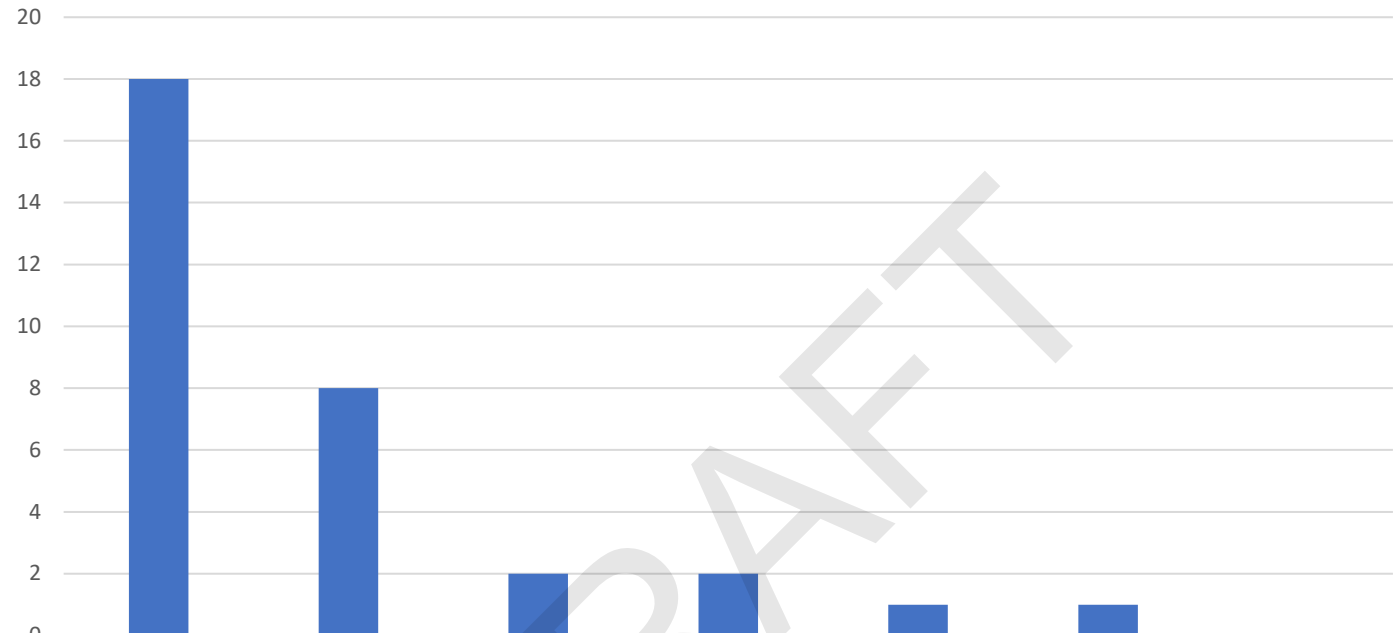
7. How would you rate the quality of the current Rhody Express service?



Comments about quality of the Rhody Express

- Service is a life saver
- The driver needs more days off
- Thank you

How Surveys Were Submitted



	Rhody Express	Helping Hands	City Hall	SOS	Food Share	Online	DHS
■	18	8	2	2	1	1	0

Attachment 2:

All Ridership Surveys Received

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service
 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

Please return survey by May 10, 2024 to a Rhody Express bus driver, City Hall at 250 Highway 101, Florence, OR 97439, or email to planningdepartment@ci.florence.or.us

Thank you. Citizen involvement is essential to improving the public transit services.

Ridership Survey



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 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
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5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane – Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: 30th + Oak

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
 (Check up to 3)

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 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

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 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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 Other: _____

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 Coos CAT – Florence Express Other - _____

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- Excellent Good Neutral Fair Poor
Comments/Suggestions: _____
Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor
Comments: _____

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Michael J. King

X

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 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: Laundry & Shower

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Comments/Suggestions: _____

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FLORENCE PUBLIC TRANSIT

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- 1 year to 3 years

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- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

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(Check up to 3)

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- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

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- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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X



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- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

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Comments: _____

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 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
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Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - NO

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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 Other: _____

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(Check up to 3)

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 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: Very poor

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
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- Earlier Morning Service More Frequent Weekday Service
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 Coos CAT – Florence Express Other - NO

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane – Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: Trash cans

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
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- Fair
- Poor

Comments: _____

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- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
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- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: BI-MART / SIFFWAY

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- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____
Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

Please return survey by May 10, 2024 to a Rhody Express bus driver, City Hall at 250 Highway 101, Florence, OR 97439, or email to planningdepartment@ci.florence.or.us

Thank you. Citizen involvement is essential to improving the public transit services.

X

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you? (Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one? **NO**

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: More cleaning needed on bus
 Bus stop(s) or shelter(s) used: Fred Meyer, Dollar Tree, Grocery Outlet

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other: _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

Please return survey by May 10, 2024 to a Rhody Express bus driver, City Hall at 250 Highway 101, Florence, OR 97439, or email to planningdepartment@ci.florence.or.us

Thank you. Citizen involvement is essential to improving the public transit services.



FLORENCE PUBLIC TRANSIT

Ridership Survey



1. How often do you ride the Rhody Express?

- 1 time or less per month
- One or two times a month
- About once a week
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 6 months to 1 year
- 1 year to 3 years
- 3 years to 5 years
- 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other: _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____
Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other: _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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FLORENCE PUBLIC TRANSIT

Ridership Survey



1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - None

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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X



FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 6 months to 1 year
- 1 year to 3 years
- 3 years to 5 years
- 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home
- Medical Services
- Shopping
- Work or Work Related
- Social, Recreational, Religious, etc.
- School or School Related
- Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?

(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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X

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: Pellow Park, 12th St,

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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X



FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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X

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: Eugene
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: wish Link Lane could stop @ Walmar's
Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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Thank you. Citizen involvement is essential to improving the public transit services.

X



FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? Just fine with its route

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane – Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: GREEN TREES - Old Town - Bladwell

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: Thank you

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Thank you. Citizen involvement is essential to improving the public transit services.

X

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service **SATURDAY**
 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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Thank you. Citizen involvement is essential to improving the public transit services.

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service
 More destinations/expanded route:
 Other free sodas

Where would you like the bus to go? Las Vegas

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane – Florence/Yachats Connector
 Coos CAT – Florence Express Other - N/A

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: Thank you.

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Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
 (Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service
 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: Sometimes its scary when homeless
 Bus stop(s) or shelter(s) used: safe way, Grocery outlet

 are hanging out here

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service
 More destinations/expanded route:
 Other _____

Where would you like the bus to go? ANSWERS ALL MY NEEDS

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: THIS SERVICE IS A LIFE SAVER

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Ridership Survey

1. How often do you ride the Rhody Express?

- | | |
|---|---|
| <input type="checkbox"/> 1 time or less per month | <input type="checkbox"/> One or two times a month |
| <input type="checkbox"/> About once a week | <input checked="" type="checkbox"/> More than once a week |

2. How long have you been using Rhody Express?

- | | | |
|---|---|---|
| <input type="checkbox"/> Less than 6 months | <input type="checkbox"/> 6 months to 1 year | <input checked="" type="checkbox"/> 1 year to 3 years |
| <input type="checkbox"/> 3 years to 5 years | <input type="checkbox"/> 5 years or longer | |

3. What is your main purpose for riding the Rhody Express?

- | | |
|---|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Medical Services |
| <input checked="" type="checkbox"/> Shopping | <input type="checkbox"/> Work or Work Related |
| <input checked="" type="checkbox"/> Social, Recreational, Religious, etc. | <input type="checkbox"/> School or School Related |
| <input type="checkbox"/> Other: _____ | |

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- | | |
|--|--|
| <input type="checkbox"/> Earlier Morning Service | <input type="checkbox"/> More Frequent Weekday Service |
| <input checked="" type="checkbox"/> Later Evening Service | <input type="checkbox"/> Weekend Service |
| <input type="checkbox"/> More destinations/expanded route: | |
| <input type="checkbox"/> Other _____ | |

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- | | |
|---|---|
| <input type="checkbox"/> Link Lane – Eugene/Florence Connector | <input type="checkbox"/> Link Lane –Florence/Yachats Connector |
| <input checked="" type="checkbox"/> Coos CAT – Florence Express | <input checked="" type="checkbox"/> Other - <u>to to</u> |

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor
- Comments/Suggestions: The Driver is very nice!
- Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor
- Comments: The Driver needs more days off!

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FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other 1-2 bus times a day to ocean beach would be great

Where would you like the bus to go?

Beach ride there for 1 hour stay then ride back

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

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FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

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- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 6 months to 1 year
- 1 year to 3 years
- 3 years to 5 years
- 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: _____
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane –Florence/Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____
Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

Please return survey by May 10, 2024 to a Rhody Express bus driver, City Hall at 250 Highway 101, Florence, OR 97439, or email to planningdepartment@ci.florence.or.us
Thank you. Citizen involvement is essential to improving the public transit services.

Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month One or two times a month
 About once a week More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months 6 months to 1 year 1 year to 3 years
 3 years to 5 years 5 years or longer

3. What is your main purpose for riding the Rhody Express?

- Home Medical Services
 Shopping Work or Work Related
 Social, Recreational, Religious, etc. School or School Related
 Other: _____

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service More Frequent Weekday Service
 Later Evening Service Weekend Service
 More destinations/expanded route:
 Other _____

Where would you like the bus to go? _____

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector Link Lane –Florence/Yachats Connector
 Coos CAT – Florence Express Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent Good Neutral Fair Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: 43rd St, 12th and Spruce, Safeway

7. How would you rate the quality of the current Rhody Express service?

- Excellent Good Neutral Fair Poor

Comments: _____

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Thank you. Citizen involvement is essential to improving the public transit services.



FLORENCE PUBLIC TRANSIT



Ridership Survey

1. How often do you ride the Rhody Express?

- 1 time or less per month
- About once a week
- One or two times a month
- More than once a week

2. How long have you been using Rhody Express?

- Less than 6 months
- 3 years to 5 years
- 6 months to 1 year
- 5 years or longer
- 1 year to 3 years

3. What is your main purpose for riding the Rhody Express?

- Home
- Shopping
- Social, Recreational, Religious, etc.
- Other: EVERYDAY
- Medical Services
- Work or Work Related
- School or School Related

4. What changes to Rhody Express service would make riding more convenient for you?
(Check up to 3)

- Earlier Morning Service
- Later Evening Service
- More destinations/expanded route:
- Other _____
- More Frequent Weekday Service
- Weekend Service

Where would you like the bus to go? Heaven

5. Are you using a connection service today? If so, which one?

- Link Lane – Eugene/Florence Connector
- Link Lane Florence Yachats Connector
- Coos CAT – Florence Express
- Other - _____

6. How would you rate the safety of Rhody Express and bus shelter/stop?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments/Suggestions: _____

Bus stop(s) or shelter(s) used: _____

7. How would you rate the quality of the current Rhody Express service?

- Excellent
- Good
- Neutral
- Fair
- Poor

Comments: _____

Please return survey by May 10, 2024 to a Rhody Express bus driver, City Hall at 250 Highway 101, Florence, OR 97439, or email to planningdepartment@ci.florence.or.us

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