



# Space Coast Transportation Planning Organization

## Transit Survey Results

2/2/2022

*Prepared by*



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## INTRODUCTION

The Space Coast Transportation Planning Organization (SCTPO), in cooperation with Space Coast Area Transit, conducted transit surveys to support Space Coast Area Transit’s upcoming Major Update of its Transit Development Plan (TDP), the accompanying Comprehensive Operational Analysis (COA), and many other transit initiatives. The following sections of this document summarize the methodology and findings of two survey efforts—a transit on-board survey and an online transit survey.

### On-board Survey Background Information and Methodology

An on-board survey of Space Coast Area Transit fixed-route bus patrons was conducted to obtain information related to the demographics, attitudes, preferences, and habits of current riders. The survey was conducted to support the upcoming TDP Major Update and accompanying COA as well as other potential transit initiatives.

To allow for a sufficient valid sample of survey responses to support the statistical rigor of the results and efficient use of agency resources, the survey effort covered 50% of Space Coast Area Transit’s scheduled fixed-route bus trips. On-board survey planning and implementation were coordinated closely with transit staff to ensure that study objectives were met, and data collection efforts were efficiently integrated with agency operations.

The following sections summarize the methodology and findings of the on-board survey conducted in September/October 2021.

### On-board Survey Methodology

An on-board survey instrument was developed in conjunction with Space Coast Transportation Planning Organization (SCTPO) staff and Space Coast Area Transit staff, which drew from a previous rider survey questionnaire and included questions on travel characteristics, demographics, and customer service and satisfaction.

The on-board survey was administered to bus riders using electronic tablets; paper surveys also were prepared and used as backups when necessary. The survey was translated into Spanish for distribution to those who could not complete the English version. Surveyors were retained to help facilitate the survey administration process and ensure a higher response rate. Prior to sending surveyors out on fixed-route buses, comprehensive training was conducted to instruct and inform them about their duties and responsibilities and how to address issues or concerns about the survey process. The English and Spanish versions of the survey instrument can be found in **Appendix A**.

### Online Survey Background Information and Methodology

To understand the needs of the general public, including those who do not currently use any of the transit services being provided, the SCTPO conducted an online survey from October 1 to December 6, 2021. Questions were asked on the survey to determine the general public’s overall perception of

transit and what level of support they had for potential service improvements. In addition, current fixed-route bus users were asked questions related to their demographics, attitudes, preferences, and habits. The online survey was conducted to support Space Coast Area Transit's upcoming TDP Major Update and accompanying COA as well as other potential transit initiatives.

To allow for a sufficient valid sample of survey responses and support efficient use of agency resources, the survey effort included various social boosting efforts across multiple social media platforms. Online survey planning and implementation were coordinated closely with SCTPO and Space Coast Area Transit staff to ensure that survey objectives were met.

### Online Survey Methodology

An online survey instrument with questions on travel characteristics, service improvements, demographics, customer service, and satisfaction was prepared and administered to the general public via SurveyMonkey. The survey was translated into Spanish for distribution to those who could not complete the English version.

The project team used social boosting to reach targeted audiences that are typically difficult to reach organically. Targeted audiences on social media can be created using demographics, locations, and interests of users, which allows postings to appear on non-follower timelines and news feeds, thus gaining exposure for calls to action such as a request to complete a survey, attend an event, or visit a website. Additionally, social media boosting expands the reach and audience of content through paid marketing to selected audiences via geographic location and/or demographics. Facebook, among other social media platforms, allows for boosting to specific geographic locations, making it possible to reach more than page followers with a post. Several social media platforms were used, such as Facebook, Twitter, Nextdoor, and Constant Contact. The project team also piggybacked on scheduled engagement opportunities such as Mobility Week and a Transportation Thursday webinar to reach a larger audience.

Examples of social media posts and survey data are provided in more detail in the sections that follow. The English and Spanish versions of the survey instrument can be found in **Appendix B**.



## ON-BOARD SURVEY

The on-board survey consisted of 19 questions (one open-ended) intended to gather key demographic information such as race, national origin, household income, language spoken at home, and level of English proficiency. It also gathered information related to travel patterns and general transit use, including routes being used, transfer activity, trip purpose, mobility options, and how service could be improved, among others. Responses from the surveys were input into SurveyMonkey to compile and analyze the data.

Overall, 854 riders participated in the on-board survey, with 829 responses in English and 25 responses in Spanish.

### On-board Survey Results

#### Transfer Analysis

Passengers were asked to list the routes they were going to use to complete their one-way trip. Of the passengers who responded to the question, 473 respondents said they would transfer to another bus to complete their one-way trip. Table 1 shows the top single transfers for the fixed-route system during the on-board survey process. The largest number of transfers was between Route 9 and Route 4 (21) and Route 6 and Route 4 (16). The top two transfer combinations between routes were between routes 23, 25, and 24 (5) and routes 1, 4, and 9 (4), as shown in Table 2.



**Table 1: One-Way Transfer Combinations by Route Number**

Rt. Start	Rt. End	Count	Rt. Start	Rt. End	Count	Rt. Start	Rt. End	Count
9	4	21	28	21	4	25	29	1
6	4	16	1	5	3	26	26	1
1	6	12	2	5	3	27	20	1
4	6	12	5	10	3	27	30	1
6	1	12	6	11	3	28	29	1
4	3	10	20	21	3	29	7	1
4	9	10	21	24	3	29	22	1
24	21	10	24	28	3	29	28	1
29	30	9	25	23	3	30	27	1
4	1	8	30	26	3			
7	6	8	1	8	2			
3	4	7	1	10	2			
8	6	7	1	29	2			
6	7	6	4	2	2			
8	4	6	10	1	2			
23	27	6	10	5	2			
24	25	6	21	25	2			
27	23	6	23	22	2			
1	4	5	25	24	2			
4	8	5	27	25	2			
6	8	5	29	26	2			
7	29	5	30	21	2			
9	26	5	30	24	2			
22	25	5	2	1	1			
22	27	5	2	4	1			
23	25	5	3	9	1			
25	27	5	4	4	1			
28	25	5	5	1	1			
29	21	5	5	2	1			
30	29	5	7	2	1			
1	2	4	10	2	1			
21	28	4	11	3	1			
21	29	4	11	9	1			
25	21	4	20	22	1			
25	22	4	20	27	1			
25	28	4	20	28	1			
26	9	4	23	29	1			
27	22	4	24	20	1			

**Table 2: Two Additional Route Transfers – Combinations by Route Number**

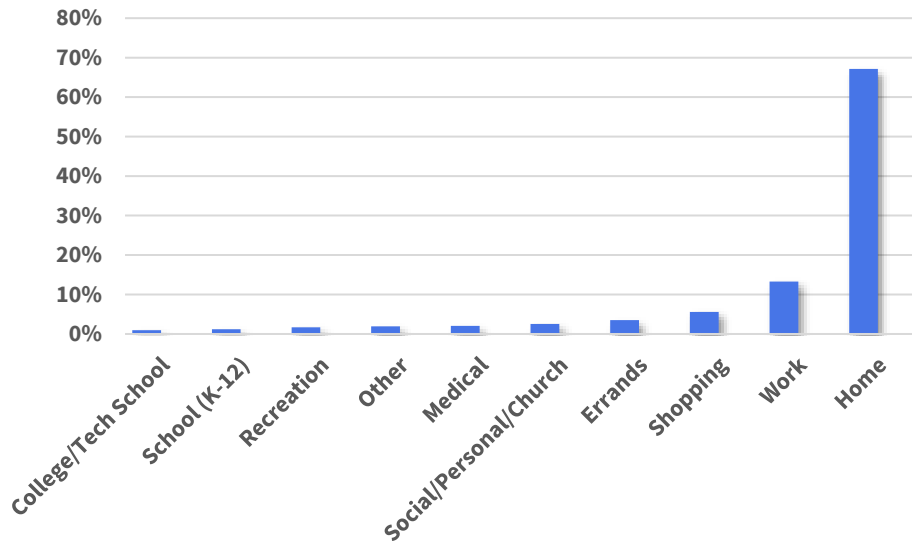
Rt. Start	→	Rt. End	Count
23	25	24	5
1	4	9	4
3	4	6	3
3	9	4	3
4	6	1	3
6	4	3	3
22	25	24	3
1	4	6	2
1	5	10	2
3	4	1	2
3	4	9	2
4	6	7	2
4	6	11	2
5	1	4	2
9	4	1	2
27	25	30	2
29	25	27	2
1	4	3	1
1	4	7	1
1	6	4	1
1	6	7	1
1	6	8	1
1	29	28	1
2	1	5	1
2	4	6	1
2	7	5	1
2	11	7	1
3	4	4	1
4	1	6	1
4	6	2	1
4	8	6	1
4	9	3	1
4	9	4	1
4	9	6	1
4	9	26	1
5	1	2	1
5	1	6	1
5	2	1	1

Rt. Start	→	Rt. End	Count
6	1	2	1
6	4	8	1
6	4	11	1
7	1	2	1
7	6	1	1
7	29	28	1
9	3	4	1
9	4	6	1
9	7	29	1
10	1	6	1
20	28	21	1
20	28	33	1
20	30	21	1
21	20	29	1
21	24	1	1
21	25	20	1
21	25	22	1
21	29	1	1
22	25	21	1
24	25	27	1
25	20	4	1
25	22	27	1
25	23	24	1
26	9	4	1
26	27	30	1
27	25	21	1
27	26	30	1
28	25	22	1
29	1	6	1
29	21	1	1
29	28	29	1

### Passenger Travel Characteristics

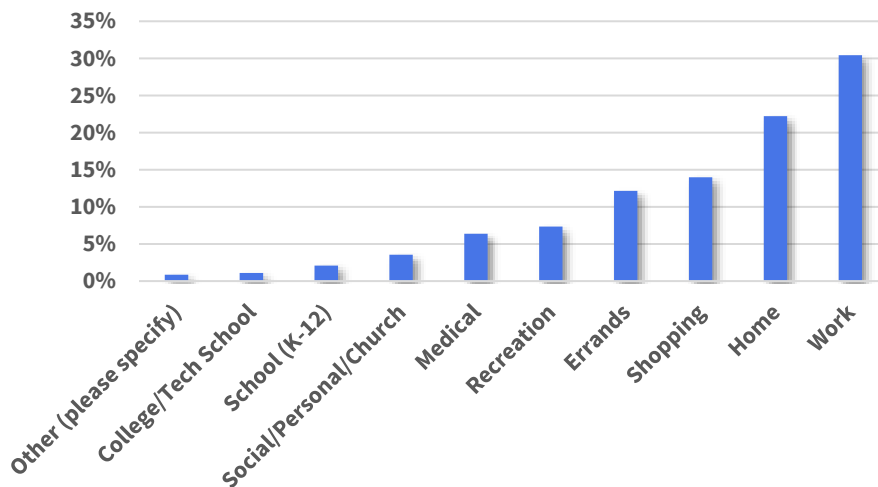
Respondents were asked to indicate the starting and ending places of their trip. Most began their trip from home (67%), followed by work (13%), and shopping (6%). Respondents who selected “Other” as a trip origin did not provide a response. Results are shown in Figure 1.

**Figure 1: Trip Origin**



The top three destinations were the same as the trip origins—work, home, and shopping. Work was the top indicated destination, as shown in Figure 2. Most respondents used transit to get to work (30%), followed by home (22%), shopping (14%), and errands (12%). Overall, transit riders used the service to commute to and from lifeline trips such as home, work, shopping, and errands.

**Figure 2: Trip Destinations**



Passengers were asked which transportation mode they used to access the transit system and how they reached their final destination, as shown in Figure 3. If respondents indicated walking, bicycling, driving, or riding with someone, they were asked to note the number of minutes they traveled. Responses reveal how transit users often must combine various modes of travel to complete their individual trip.

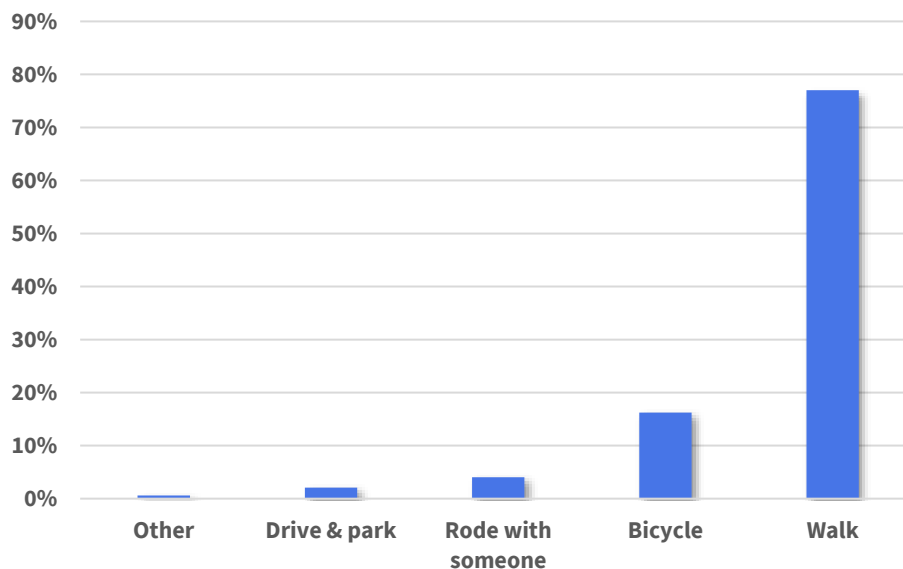
Space Coast Area Transit riders who participated in the survey reported that walking was their primary mode of transportation used to access and egress transit services (77%), as shown in Figure 3. Bicycling was indicated as the second most popular mode of access and egress (16%), followed by riding with someone (4%).

Respondents were asked to indicate how many minutes it took them to travel to/from the bus stop. Results for those who selected walking showed that most walked 10 minutes or less (75%), 21% said 11–30 minutes, and 4% said more than 30 minutes.

Of the respondents who selected bicycling, 72% said it took them 10 minutes or less, 25% said 10–30 minutes, and 3% said more than 30 minutes.

Of the 33 respondents who said they rode with someone to the bus stop, only six noted the time; 33% said it took less than 10 minutes and 67% said it took more than 10 minutes. For respondents who drove and parked, one said it took 10 minutes and the other two said it took less than 10 minutes.

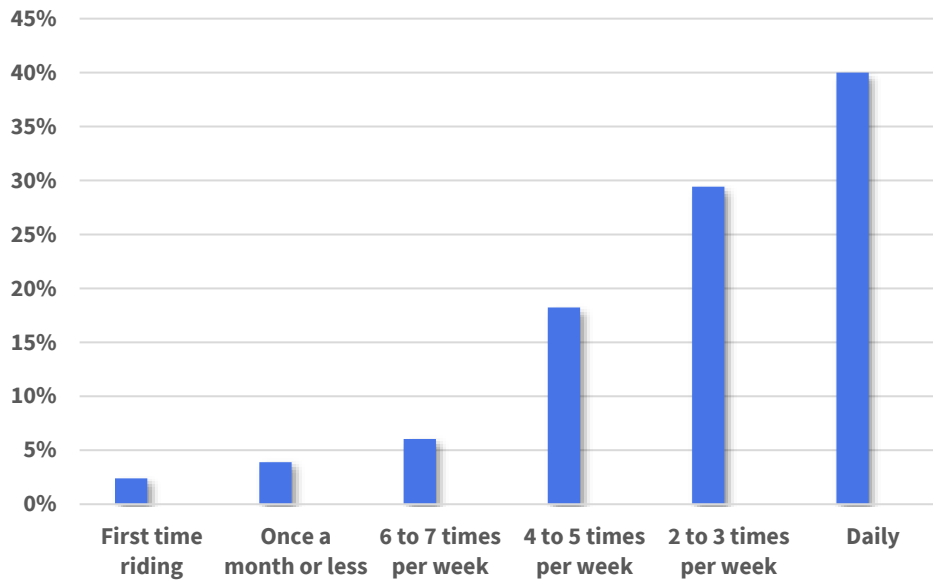
**Figure 3: Transit Access Mode**



### Transit Use

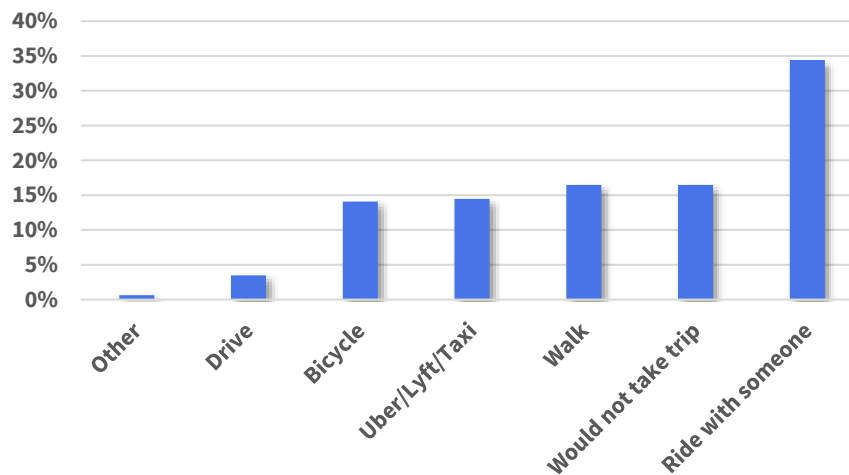
To identify the overall use of Space Coast Area Transit services, respondents were asked how often they used transit. Most said daily (40%), followed by 2–3 times per week (29%), and 4–5 times per week (18%), as shown in Figure 4. In addition, 59 respondents said they rode once per month or less, and 31 were first-time riders.

**Figure 4: Frequency of Use**



Respondents were asked which mode of transportation they would use if bus service was not available; 34% said they would ride with someone, and 32% indicated they would walk or would forgo making the trip, as shown in Figure 5.

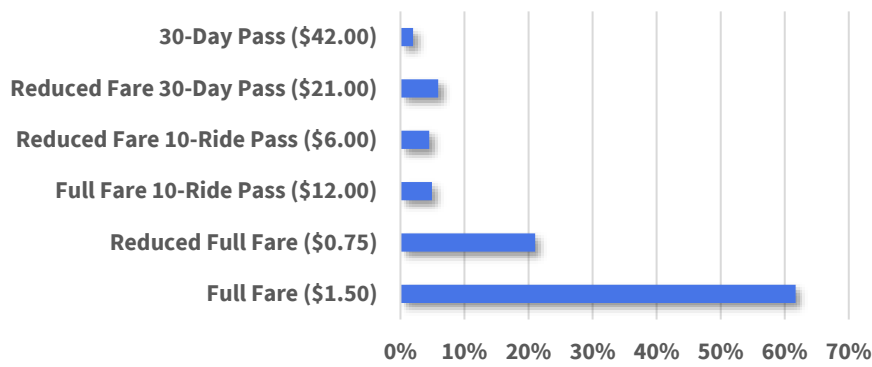
**Figure 5: Transit Alternative Mode Choice**



### Bus Fare

To assess the utilization rates of fare media and payment methods, a question about how bus riders paid their fare was included. Results indicated that the three most common fare payment methods were Full Fare (\$1.50), Reduced Full Fare (\$0.75), and Reduced 30-day Pass (\$21.00), as shown in Figure 6. Additionally, 13% of riders paid using the Token Transit application (or mobile fare payments). Of these, most paid Full Fare (87%), followed by Reduced Full Fare (8%) and using the application for the 10-ride Pass (5%). Some respondents indicated using other payment methods. Of those, 27 rode free by using a resident fare price, 15 paid \$1.00, 5 paid with a student ID, and 2 rode for free.

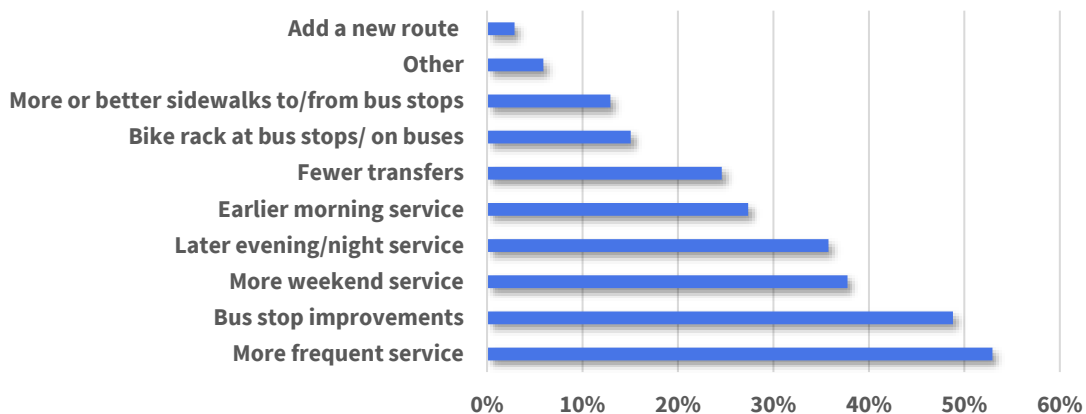
**Figure 6: Fare Payment Method**



### Improvements to Service

Customer service and satisfaction questions inquired about which improvements could be made to enhance service and how satisfied respondents were with current services. Respondents were asked to select three service improvements they believed would make transit better for them to use. The top three selected improvements were more frequent service (53%), bus stop improvements (49%), and more weekend service (38%), as shown in Figure 7.

**Figure 7: Service Improvements**

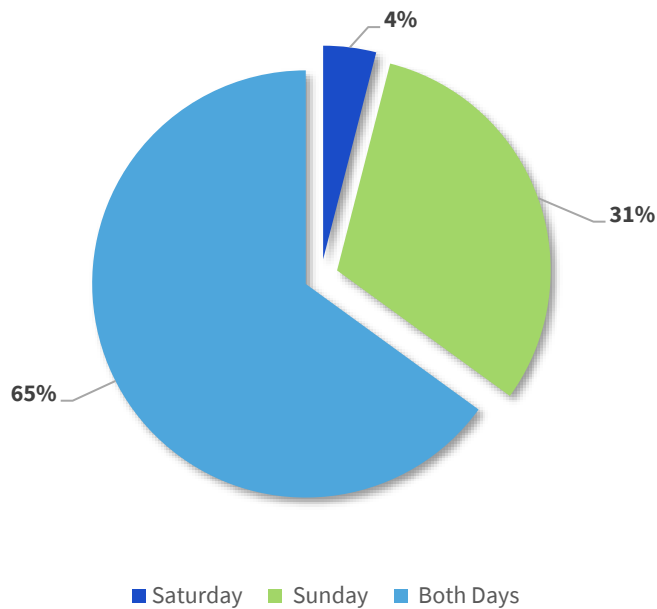


Most respondents that selected more weekend services preferred service to be extended on both Saturday and Sunday, as shown in Figure 8. Respondents were able to use a comment box to expand on other improvements they would like to see or to suggest new routes. Some comments on improvements included having more mobility options, less loop service on local routes, and more routes to schools, the beach, Melbourne shopping areas, and the airport. Other local route requests included the following:

- Cogan to Babcock
- Palm Bay to Titusville
- Eau Gallie to the Library
- Bayside High School, San Filippo Drive, Eldron Boulevard
- Melbourne to Babcock Street via University Boulevard
- Additional east-west connections

Respondents also indicated a desire for additional express service to Orlando and express service to the beach and the airport.

**Figure 8: Responses Relating to Additional Weekend Service**

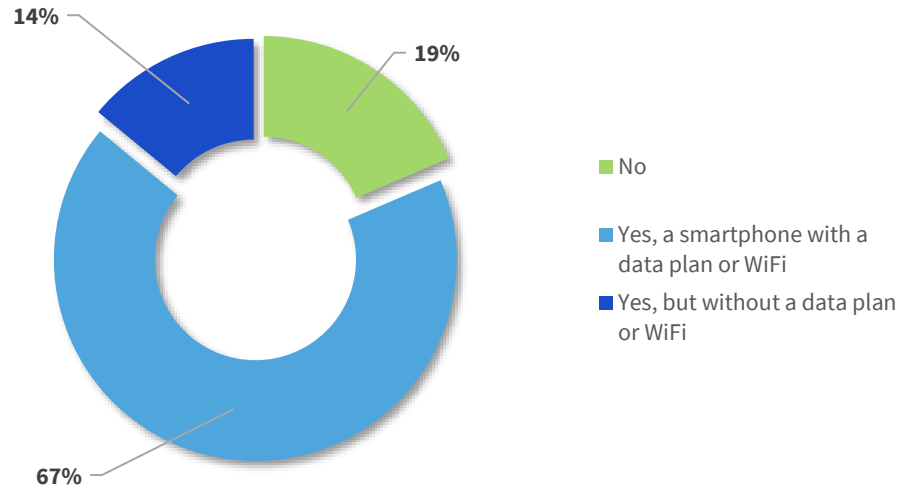




### Improvements to Technology

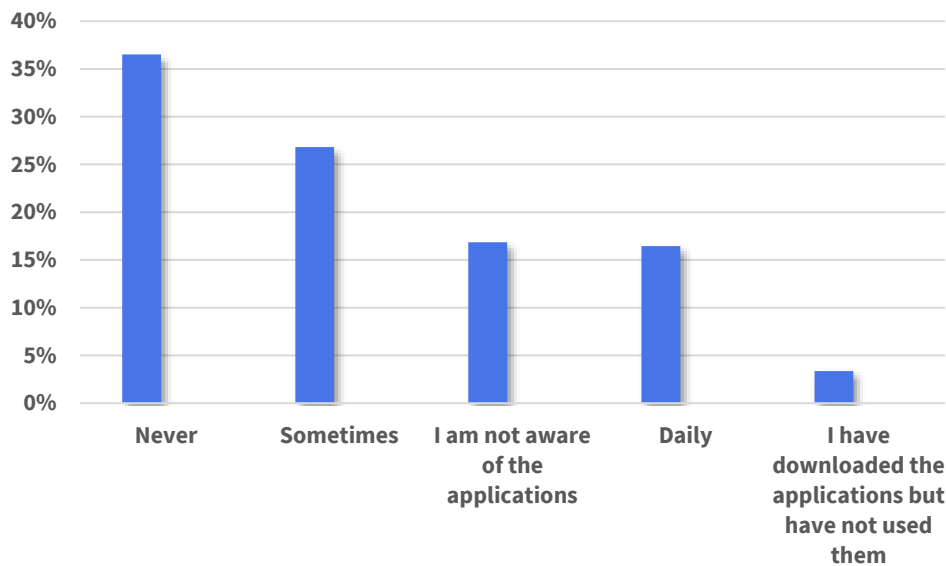
To assess accessibility to the mobile app, respondents were asked if they owned a cellphone. Most indicated owning a smartphone with a data plan or Wi-Fi (67%); some did not have a cellphone (19%), and others had one but without a data plan or Wi-Fi (14%), as shown in Figure 9.

**Figure 9: Cellphone Availability**



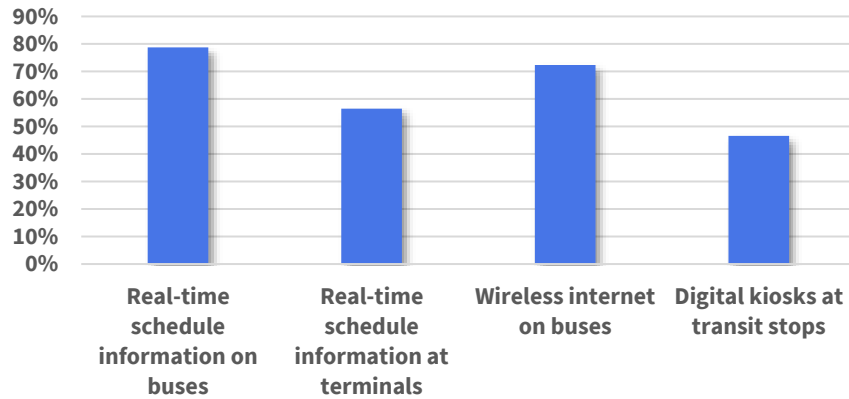
Respondents were asked how often they use Token Transit or 321 Transit smartphone applications. Most had never used these applications (37%), some used the apps sometimes (27%), and others had never heard of the applications (17%) or used them daily (16%), as shown in Figure 10. This indicates that the majority of transit riders who have access to a cellphone with a data plan or Wi-Fi were not taking full advantage of the apps provided by Space Coast Area Transit.

**Figure 10: Use of Token Transit or 321 Transit**



Respondents were asked which technology improvements would make Space Coast Area Transit easier for them to use. Most noted they would like real-time schedule information on buses (79%), followed by wireless internet on buses (72%), and real-time schedule information on terminals (56%), as shown in Figure 11. Other responses included adding charging stations and vending machines and placing QR codes inside buses to access the available apps.

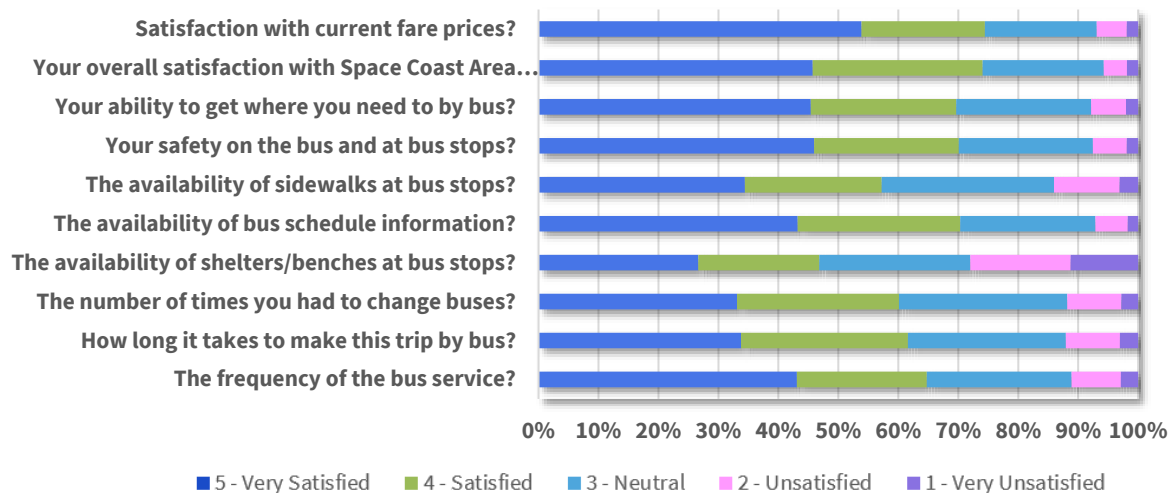
**Figure 11: Technology-Based Improvements**



**Customer Satisfaction**

Passengers were asked to rate their level of satisfaction with various aspects of Space Coast Area Transit’s services by using a numerical rating scale of 1 (very unsatisfied) to 5 (very satisfied). The majority of passengers (74%) indicated that they were satisfied or very satisfied with the service, with most (54%) indicating satisfaction with current fare prices. Passengers also were very satisfied with safety on buses and at bus stops and were least satisfied with the availability of shelters and benches at bus stops (11%), followed by availability of sidewalks at bus stops. Figure 12 shows the satisfaction ratings.

**Figure 12: Customer Satisfaction**

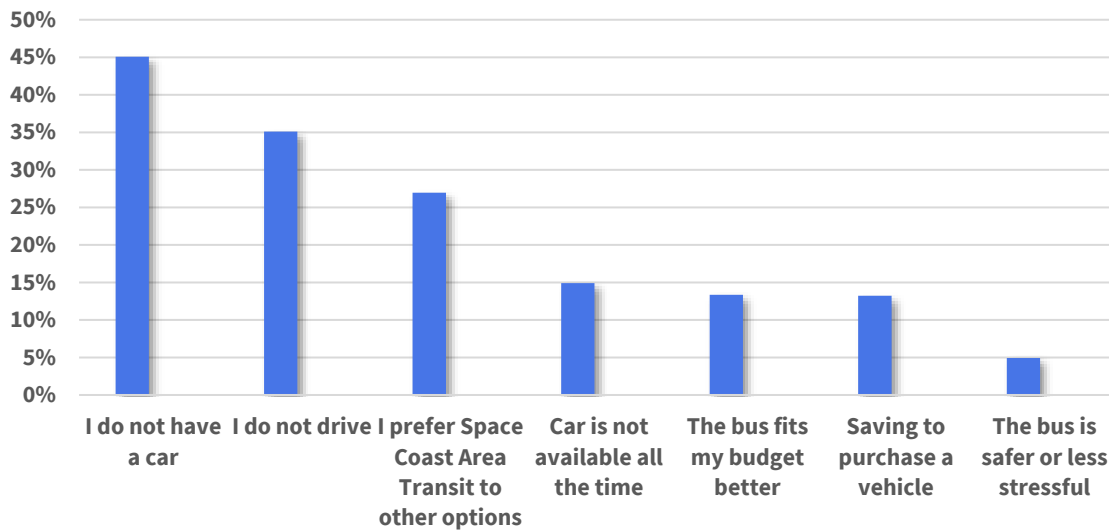


### Passenger Socio-Demographic Information

This section identifies socio-demographic characteristics of passengers that use Space Coast Area Transit services, including ethnicity, household income, primary language, and age. This information was collected through the survey to learn more about transit patrons and their needs, thus enabling Space Coast Area Transit to construct a typical passenger profile.

The most common reason to use transit was lack of vehicle ownership, as 45% of passengers reported that they did not have a car, as shown in Figure 13. Second and third options indicated by respondents were that they did not drive or preferred transit to other options. Respondents also could indicate other reasons for using the bus; the two responses noted that they were on vacation and that transit was less expensive than renting a vehicle.

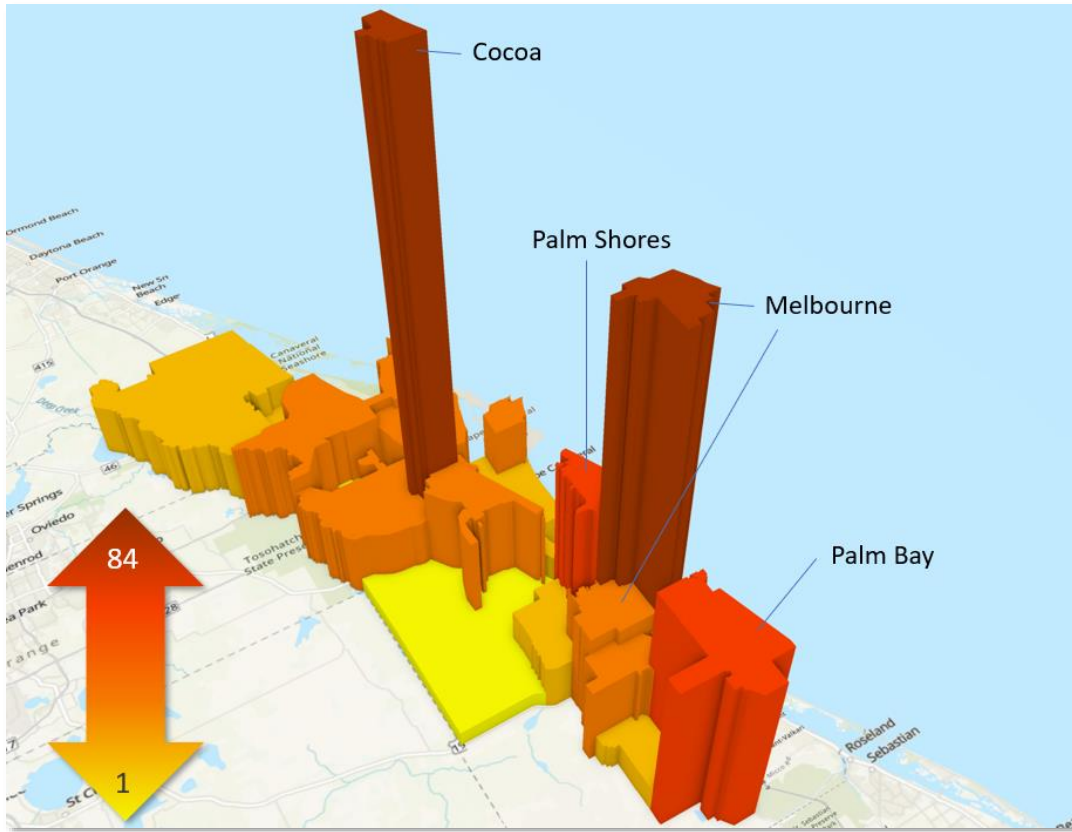
**Figure 13: Reasons to Ride Transit**



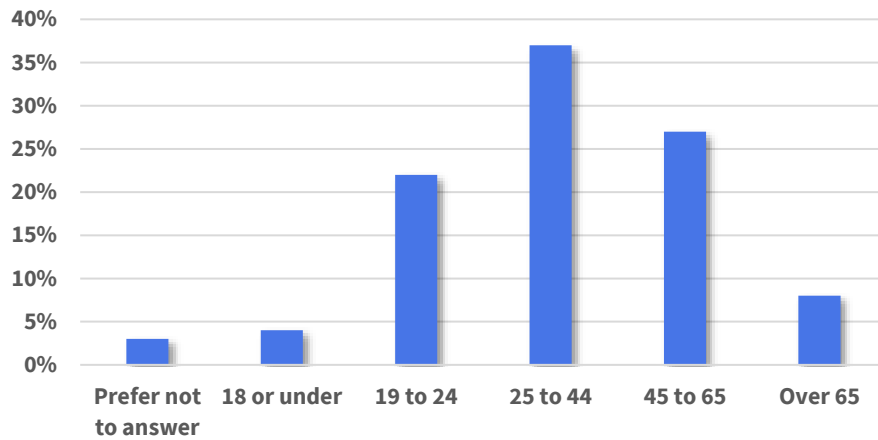
Respondents were asked to provide their ZIP code of their residence; most indicated that they lived in ZIP codes 32922 (Cocoa), 32901 (Melbourne), and 32935 (Palm Shores), and Palm Bay (32909), as shown in Map 1.

When asked about their age, most respondents indicated being ages 25–44 (37%); others were ages 45–65 (27%) and 19–24 (22%), as shown in Figure 14.

**Map 1: On-board Survey Home ZIP Code Distribution**

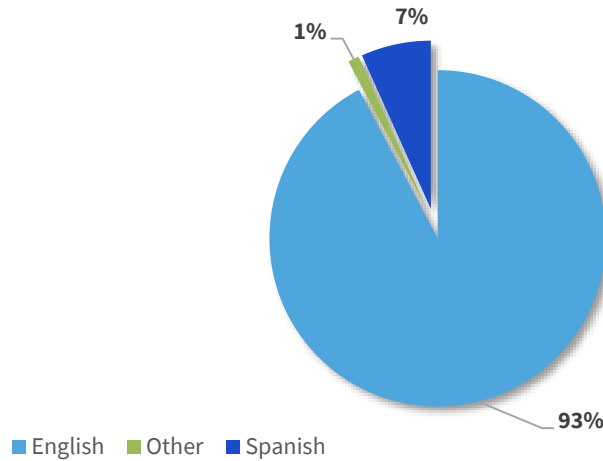


**Figure 14: Age Group Distribution**



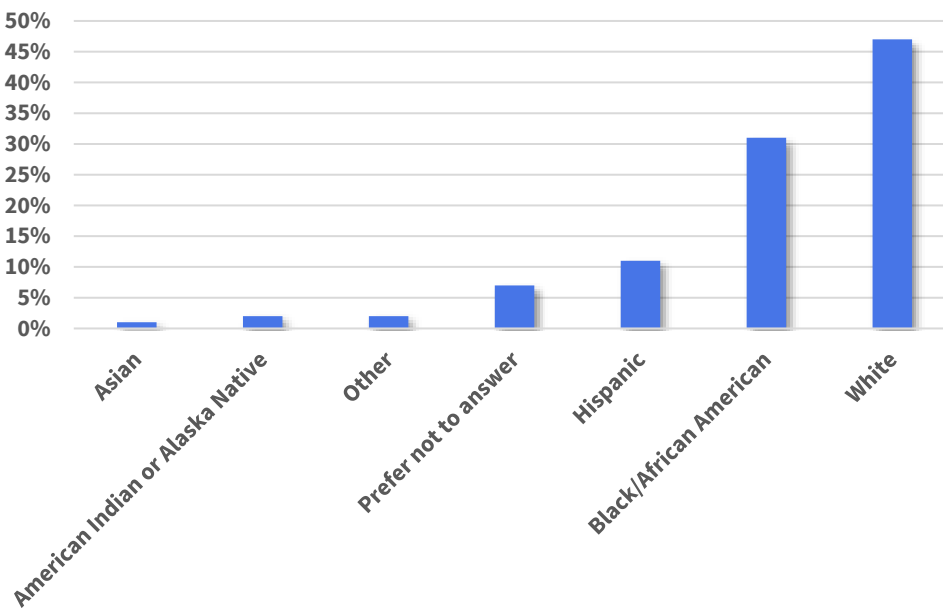
Most respondents indicated that English was their primary language (93%), with some speaking primarily Spanish (7%) and others speaking French, Creole, and Yugoslavian (1%). Results are shown in Figure 15.

**Figure 15: Primary Language**



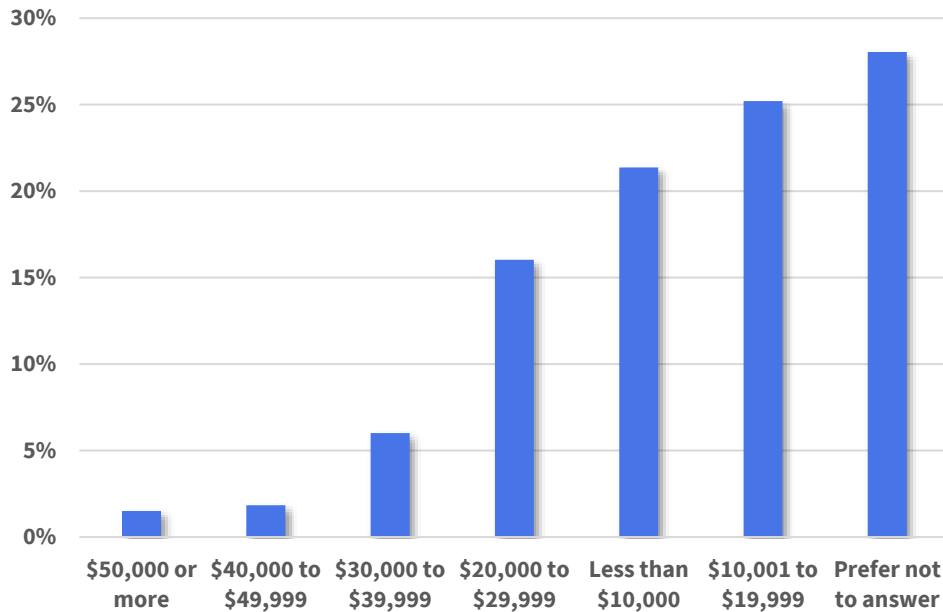
Respondents were asked about their race and ethnicity, as shown in Figure 16. Less than half identified as White (47%), 31% identified as Black/African American, and 11% identified as Hispanic. Other responses included participants who identified as multiracial, Indian, and Caribbean.

**Figure 16: Race and Ethnicity**



The largest household income group represented among survey respondents who provided a response include those with annual household incomes of \$10,000–19,999, as shown in Figure 17. Nearly half of respondents (47%) earned less than \$20,000 per year and 16% earned \$20,000–\$29,999. It should be noted that the majority of respondents preferred not to answer (28%).

**Figure 17: Annual Household Income**



**On-board Survey General Conclusion**

Results from the on-board survey are useful in providing insight into various aspects of transit riders and how they use the bus service. Conclusions drawn from the on-board survey analysis are summarized as follows:

- Overall, most Space Coast Area Transit riders responded that they were “very satisfied” with various aspects of the transit service being provided.
- Passengers agreed that future improvements should place higher priority on increasing frequency, improving bus stops, expanding weekend service, and providing later evening/night service.
- Overall, real-time schedule information on buses (79%) and wireless internet on buses (72%) were the primary technology improvements requested by riders.
- Nearly half of riders (40%) were regular/daily users of the bus service.
- A lack of access to a vehicle was noted as the primary reason why many passengers use Space Coast Area Transit service for their transportation needs.
- The full-fare option was the primary method of payment by transit riders. Token Transit and 321 Transit were used by 43% of riders.

- Fewer than half of respondents identified as White (47%) and English-speaking (93%), and most were from low-income households with an annual income of less than \$20,000.

The final section on the survey gave respondents the opportunity to provide open-ended comments about existing bus services or suggestions for improving the service. Results from the open-ended comments are included in **Appendix C**.



## ONLINE SURVEY RESULTS

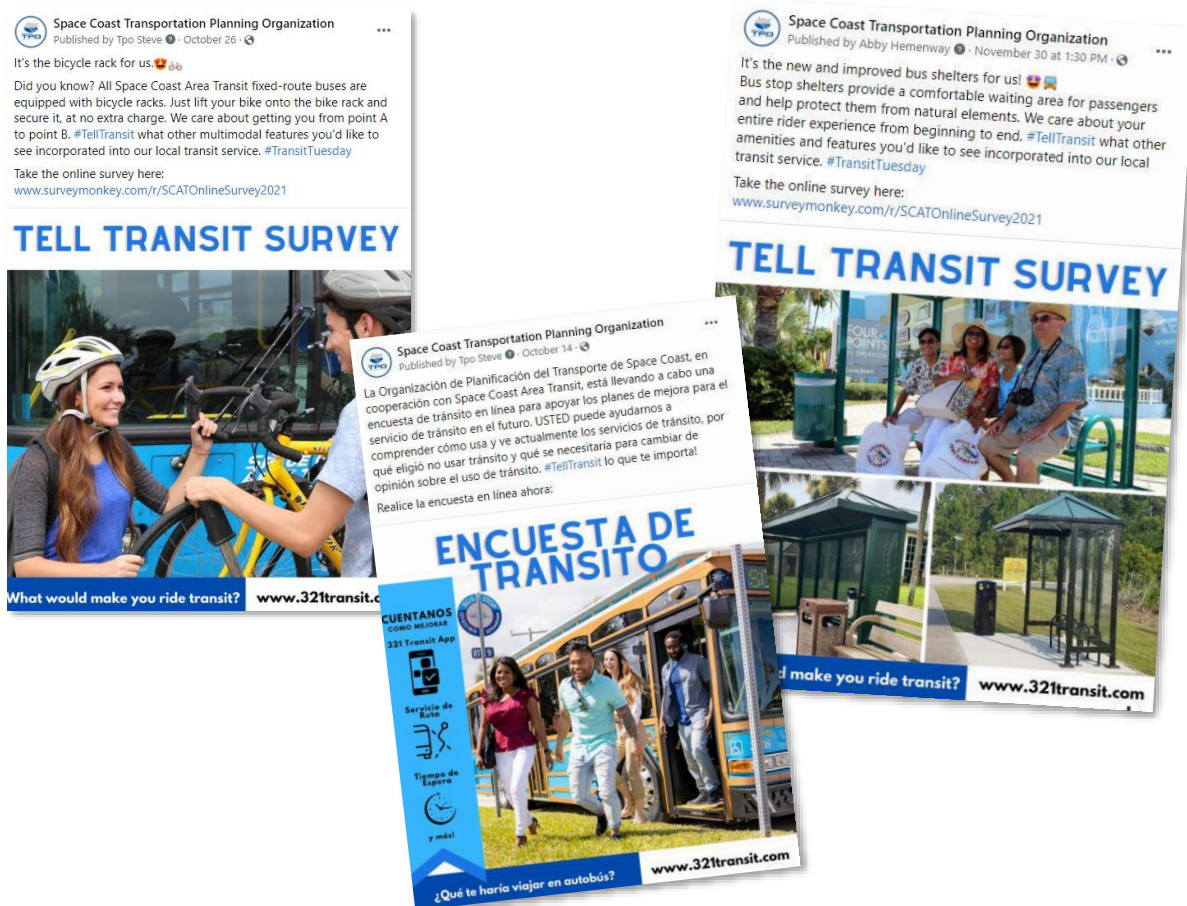
The online survey consisted of 27 questions (one open-ended) intended to gather information to assess how residents currently use and view transit, why they chose to use or not use transit, and what would make them more likely to use transit. The survey also gathered key demographic information such as race, national origin, household income, language spoken at home, and level of English proficiency. Overall, 656 respondents participated in the online survey. Nearly 76% of respondents were age 45 or older and had regular access to a vehicle (82%), and over 25% had used transit in the past 12 months.

As previously noted, the project team used social boosting to reach targeted audiences that typically are difficult to reach organically. Information on social media posts and data are provided in more detail below.

### Social Media Posts and Results

#### Facebook

The project team boosted the online survey six times on Facebook and reached a total of 59,361 people, which resulted in 968 people clicking on the survey link, as shown in Table 3. Most responses were generated from the Tell Transit (English) boost on October 1, 2021, which reached over 17,000 people and generated 412 clicks. Table 4 shows the organic reach of Facebook posts.



**Table 3: Facebook Results**

Date Ad Completed (2021)	Ad Description	Reach	Clicks	Cost
October 1	Tell Transit (English)	17,535	412	\$500
October 15	Tell Transit (Spanish)	6,606	104	\$200
October 26	Bike Rack	8,563	123	\$200
November 1	There's An App For That	7,276	118	\$200
November 11	Transportation Thursday Webinar	8,318	28	\$400
November 30	Bus Stop	11,063	183	\$200
<b>Total Results</b>		<b>59,361</b>	<b>968</b>	<b>\$1,700</b>

Note: Reach refers to the number of unique Facebook users reached by the ad or post. Clicks refer to the number of clicks on links within the boost that led to destinations or experiences on or off Facebook.

**Table 4: Facebook Organic Post**

Date Ad Completed (2021)	Ad Description	Reach
November 16	Trendy Transit Graphic #3 – Trolley	1,716

**Twitter**

The SCTPO uses Twitter to engage media partners and current followers. Twitter is an online news and social networking site on which people communicate in short messages called tweets. Tweeting is posting short messages for anyone who follows that tweeter on Twitter, with the hope that the messages are useful and interesting to someone in their audience. Unlike Facebook, Twitter operates on a fast-paced content relay system.

During the survey period, the SCTPO used Twitter to call for survey submissions. Twitter metrics, such as impressions and engagements (see definitions below), help the SCTPO learn more about its audience, which can lead to making insightful decisions about future tweet content.

Impressions are the number of times users saw the tweet on Twitter. Engagement is the total number of times a user has interacted with a tweet, including clicks, retweets, likes, replies, etc. Table 5 shows results from Twitter.



**Table 5: Twitter Results**

Date Ad Completed (2021)	Ad Description	Impressions	Engagements
October 4	Tell Transit (English)	1,138	20
October 14	Tell Transit (Spanish)	68	--
October 26	Trendy Transit – Bicycle	51	--
November 15	Transportation Thursday Webinar	109	9
December 1	Trendy Transit – Bus Shelter	70	3
<b>Total Results</b>		<b>1,436</b>	<b>32</b>

**Nextdoor**

The SCTPO uses Nextdoor to reach residential neighborhoods in key target locations. The platform enables local conversations that encourage neighbors to build stronger and safer communities. The SCTPO uses Nextdoor to inform residents about upcoming events or public open houses/meetings in their area. By selecting neighborhoods based on ZIP code, city, or mile-radius, the SCTPO was able to advertise the survey to residents in a timely and efficient manner. Table 6 shows the result from Nextdoor.

Impressions includes the number of residents who viewed a post in their Nextdoor newsfeed, the number email notifications seen when a public agency posts to Nextdoor, and the number of clicks on an agency's post in the Daily Digest sent to Nextdoor members.

**Table 6: Nextdoor Results**

Date Ad Completed (2021)	Ad Description	Impressions
October 7	Tell Transit (English)	11,661
December 1	Trendy Transit - Bicycle	9,961
<b>Total Results</b>		<b>21,182</b>

**Constant Contact**

The SCTPO uses Constant Contact as a primary means of communicating news and updates to vested stakeholders and citizens; it is a content management and email marketing tool used to send targeted messages to key audiences via email. The platform enables the SCTPO to reach desired audiences via newsletters, press releases, emails, polls, surveys, and event promotions. Each time a campaign is sent, Constant Contact auto-generates an engagement report that details reporting metrics such as number of opens and clicks (see term definitions below). These metrics help the organization measure the effectiveness of each email campaign. Table 7 and Table 8 show the results from Constant Contact advertising efforts, which include newsletters and press releases.

Email Open Rate is the percentage of recipients who opened the email compared to how many contacts to whom the email was sent. Click Rate is the percentage of clicks an email receives based on the number of contacts who opened the email.



**Table 7: Constant Contact Results - Newsletters**

Date Ad Completed (2021)	Newsletter	Click Rate	Open Rate	# of People Received
October 28	En Route Newsletter	2%	29.5%	3,608
November 17	En Route Newsletter	0.8%	8.1%	3,681

**Table 8: Constant Contact Social Boosting Results - Press Releases**

Date Ad Completed (2021)	Newsletter	Click Rate	Open Rate	# of People Received
October 11	Press Release #1	4.7%	26.8%	3,672
December 1	Press Release #2	1.9%	10.9%	3,590

Tell Transit What Matters to You! Take the Transit Survey



**TELL TRANSIT SURVEY**

What would make you ride transit? [www.321transit.com](http://www.321transit.com)

**Take the Survey!**

The Space Coast Transportation Planning Organization (SCTPO), in cooperation with Space Coast Area Transit (SCAT), is conducting an [online transit survey](#) to support improvement plans for transit service in the future.

By taking this survey, YOU can help us understand how you currently use and view transit, why you chose not to use transit, and what it would take to change your mind about using transit. The survey takes about 10 minutes to complete. Thank you for your feedback and participation!

Space Coast Transportation Planning Organization  
Published by Abby Hemenway · November 30 at 1:30 PM ·

It's the new and improved bus shelters for us! 🥰👍  
Bus stop shelters provide a comfortable waiting area for passengers and help protect them from natural elements. We care about your entire rider experience from beginning to end. #TellTransit what other amenities and features you'd like to see incorporated into our local transit service. #TransitTuesday

Take the online survey here:  
[www.surveymonkey.com/r/SCATOnlineSurvey2021](http://www.surveymonkey.com/r/SCATOnlineSurvey2021)

**TELL TRANSIT SURVEY**



What would make you ride transit? [www.321transit.com](http://www.321transit.com)

SURVEYMONKEY.COM  
**Transit Survey**  
Take this survey powered by surveymonkey.com. ... [Learn more](#)

See Insights [Boost again](#)

38 18 Comments 5 Shares

### News Media Features

In addition to the social media outlets, the survey was featured in a news story by a local news agency, as shown in Table 9.

**Table 9: News Media Features**

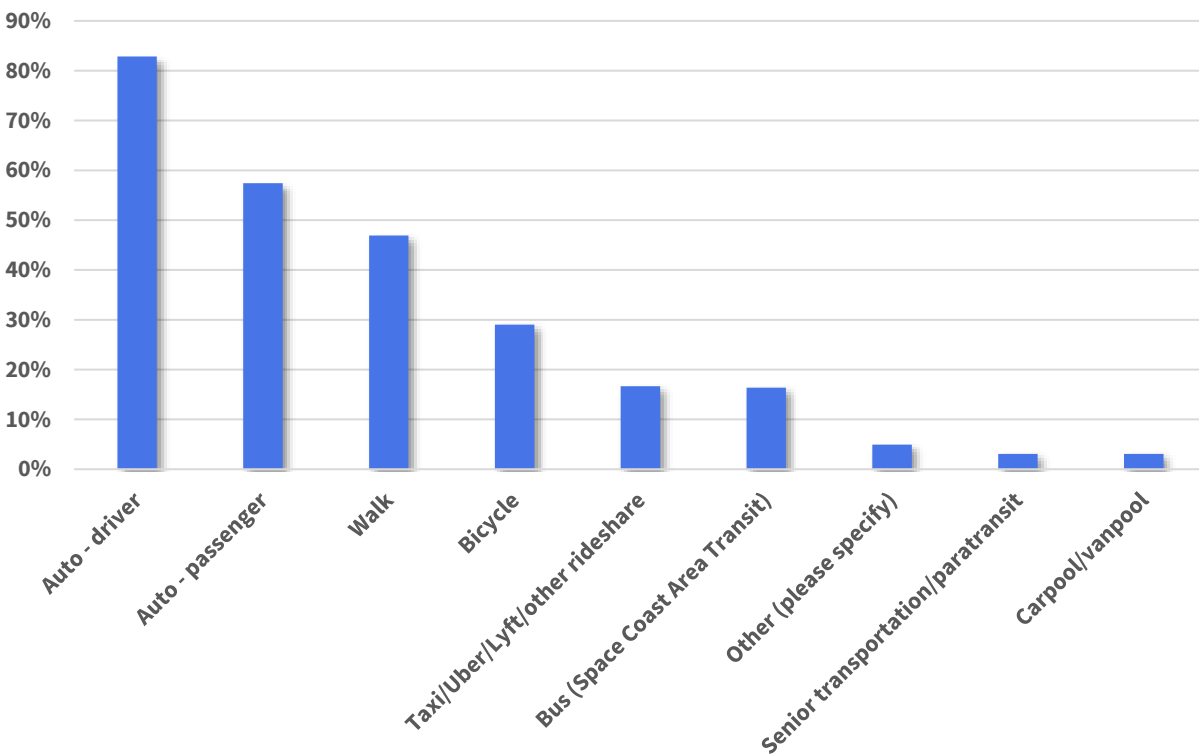
Date Ad Completed (2021)	News Media	Headline
October 17	Space Coast Daily	<a href="https://spacecoastdaily.com/2021/10/tell-space-coast-transit-what-matters-to-you-take-the-transit-survey-today/">https://spacecoastdaily.com/2021/10/tell-space-coast-transit-what-matters-to-you-take-the-transit-survey-today/</a>

## Online Survey Results

### Transit Today

Respondents were asked what modes of travel they had used in the past month to get around and to select all applicable. As shown in Figure 18, the most frequently selected transportation mode was auto—self (82.9%), followed by auto—passenger (57.4%). A significant number of respondents also selected walking (46.9%) and biking (29%). The least-selected modes were senior transportation/paratransit and carpool/vanpool, with just 3% of respondents selecting these answers. Table 10 shows unique answers for those who selected “Other,” which included golfcarts, motorcycles, scooters, and skateboards.

**Figure 18: Modes of Travel Used in Past Month**

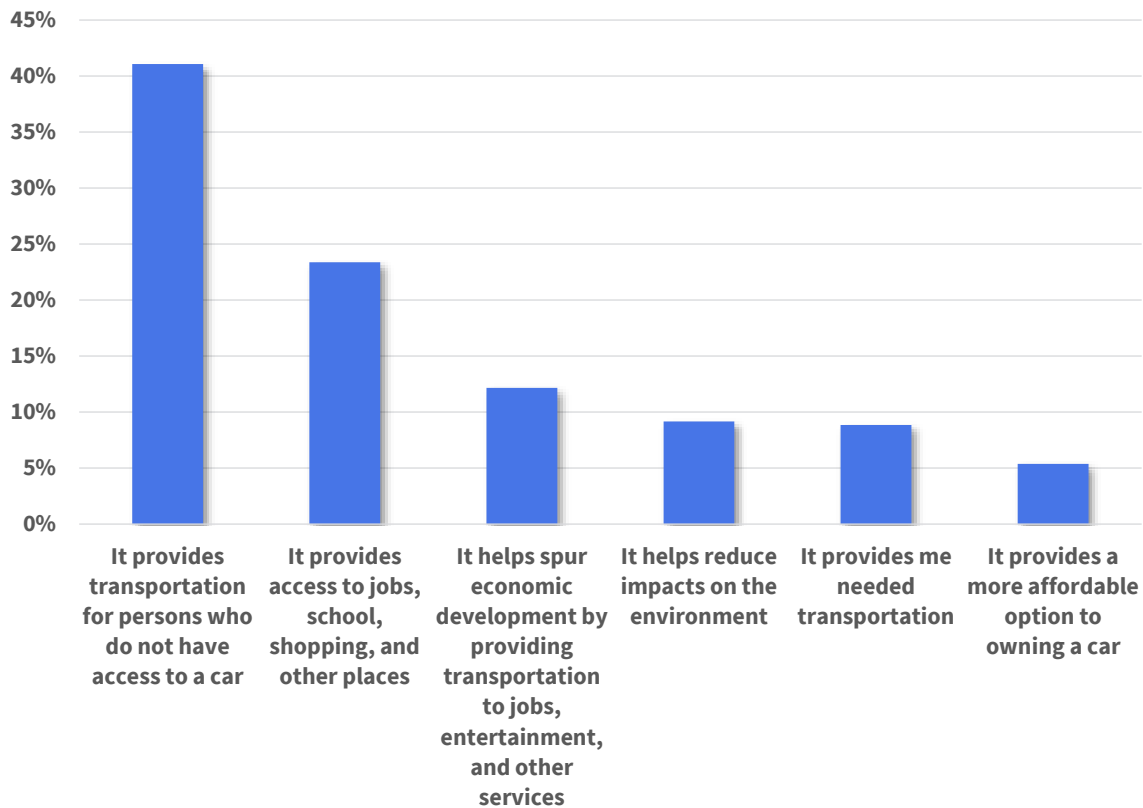


**Table 10: Other Modes of Travel**

Mode	Number of Responses
Golfcart	11
Motorcycle	5
Scooter	5
Skateboard	3
Electric wheelchair	2
Disability services	1
LYNX bus	1
Airplane	1

Survey respondents were asked what they thought was the most important benefit of the transit system. Respondents agreed that it was providing accessible transportation to those without access to a car, followed by providing access to jobs, school, shopping, and other places, as shown in Figure 19.

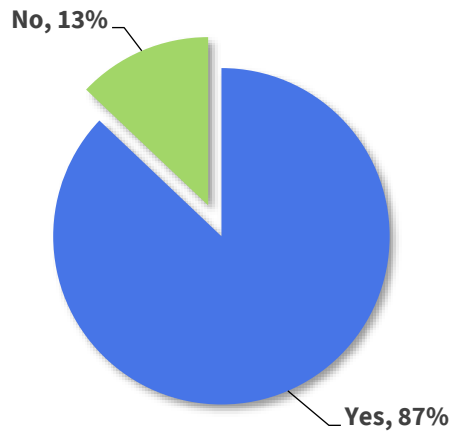
**Figure 19: Most Important Benefit of Transit System**



### Transit Tomorrow

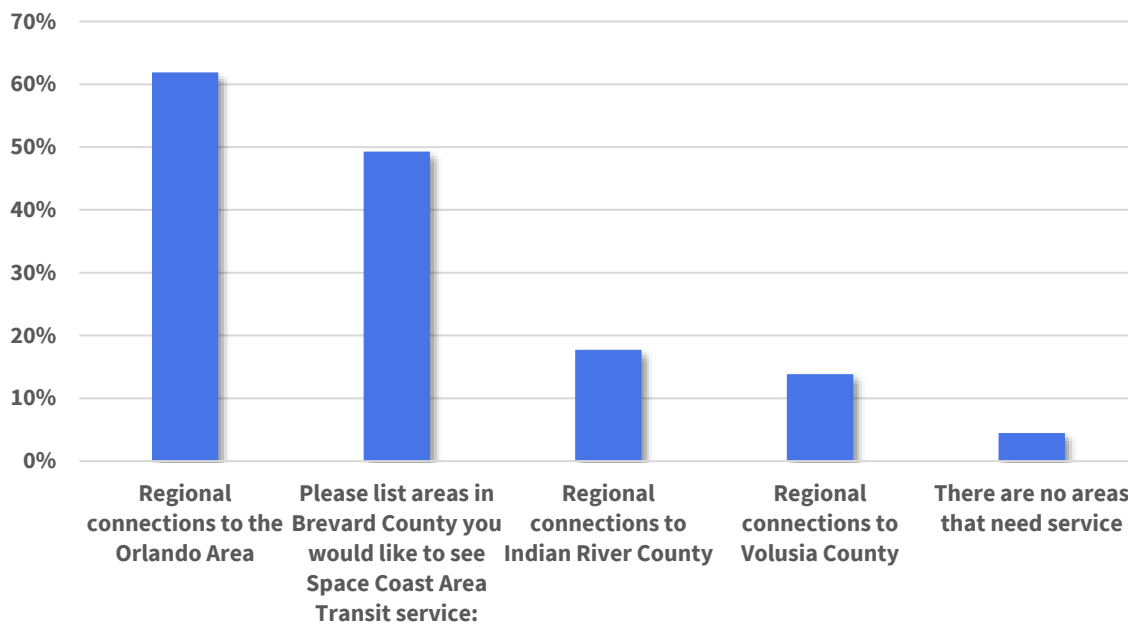
Respondents were asked about future transit improvements and if they believed there was a need for additional transit service in Brevard County. A large majority answered yes (87%); only 13% answered no, as shown in Figure 20.

**Figure 20: Is There a Need for Additional Transit Service in Brevard County?**



If respondents answered yes about the need for additional transit service in the county, they were asked to use an interactive map to click on specific areas in Brevard County not currently served by Space Coast Area Transit. Results are shown in Figure 21. Most respondents selected regional connections to Orlando and other areas not listed. Open-ended responses related to Question 4 are included in **Appendix D**.

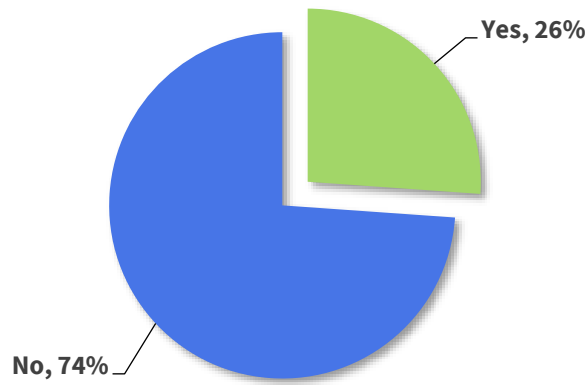
**Figure 21: Where Should Transit Service Be Expanded Into?**





Respondents were asked if they had used transit in Brevard County within the last 12 months; just under three-quarters of survey respondents said no. as shown in Figure 22.

**Figure 22: Have You Ridden Transit Within the Last 12 Months?**



**Transit Rider Responses**

Respondents who had used transit within the past year were asked questions specific to riders. If they had not used transit within the past year, SurveyMonkey shifted them to Question 17 on the survey.

Respondents who used transit were asked to select all the bus routes they rode most often. The most popular bus routes are shown in Figure 23, indicating that routes 6 (20%), 4 (20%), and 9 (19%) were the three routes used most often. The least popular routes were routes 11 (2%), 33 (3%), and 30 (3%).

**Figure 23: Most Popular Bus Routes**

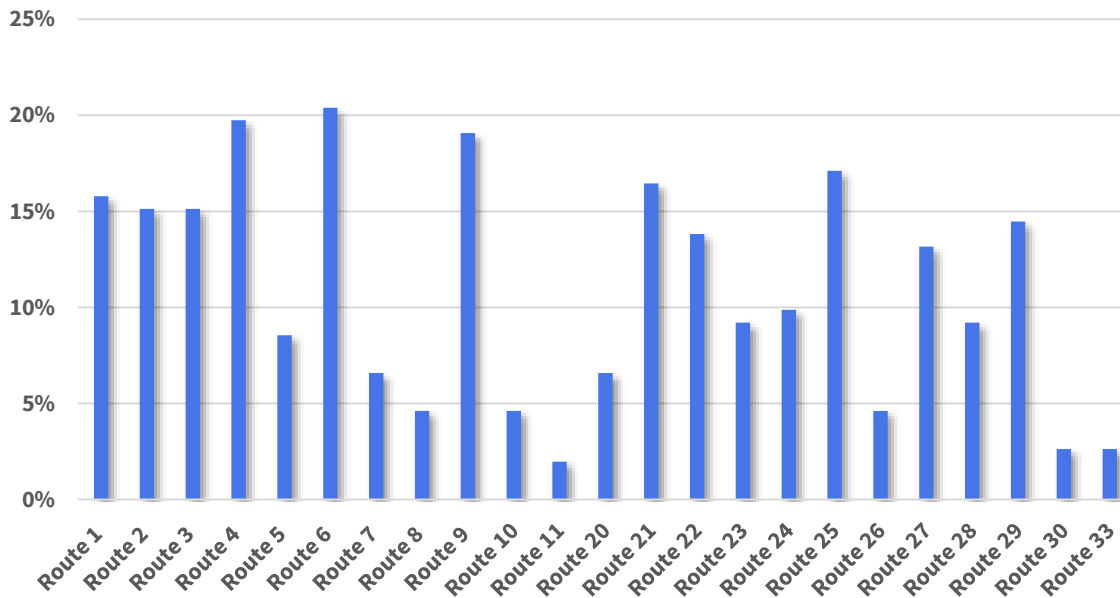


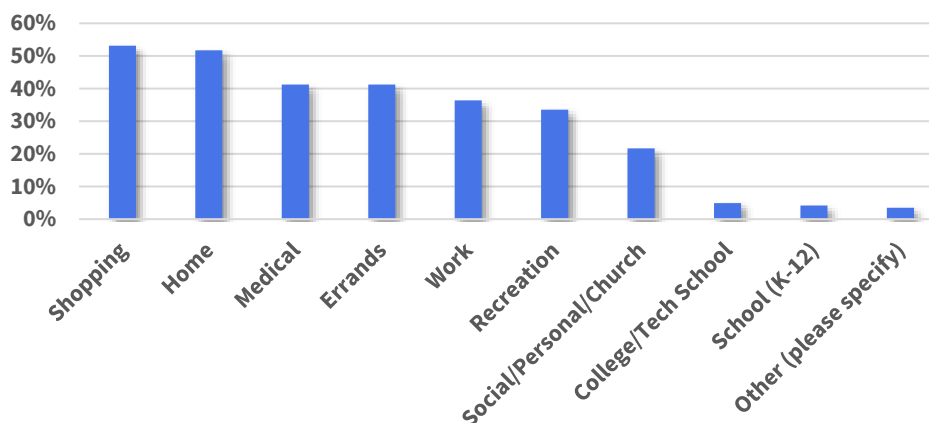
Table 11 includes information on areas being served and by which routes. As shown, most respondents used Route 6 to travel between Cocoa and Rockledge.

**Table 11: Transit Areas of Service**

Route	Areas Served
Route 1	Titusville/Cocoa/Rockledge/Viera
Route 2	Titusville
Route 3	Merritt Island
Route 4	Cocoa/Merritt Island/Cocoa Beach
Route 5	Titusville/Mims
Route 6	Coca/Rockledge
Route 7	Rockledge/Viera
Route 8	West Cocoa
Route 9	Cape Canaveral/Cocoa Beach
Route 10	Titusville
Route 11	Port St John
Route 20	Heritage/West Melbourne
Route 21	Melbourne
Route 22	Palm Bay
Route 23	Palm Bay
Route 24	Melbourne/Eau Gallie
Route 25	Melbourne/Palm Bay
Route 26	South Beach
Route 27	Palm Bay
Route 28	Melbourne
Route 29	Melbourne/Viera
Route 30	Melbourne/South Beach
Route 33	Eau Gallie

Respondents were asked to select what types of trips they usually made when they rode the bus, as shown in Figure 24. The most frequently selected choice was shopping (53%), followed by home (52%). The least selected were K-12 school (4%), college/tech school (5%), and other (3%). Of the Other responses, one respondent said Palm Bay San Filipino, and some said that they did not regularly use the bus and declined to name a destination.

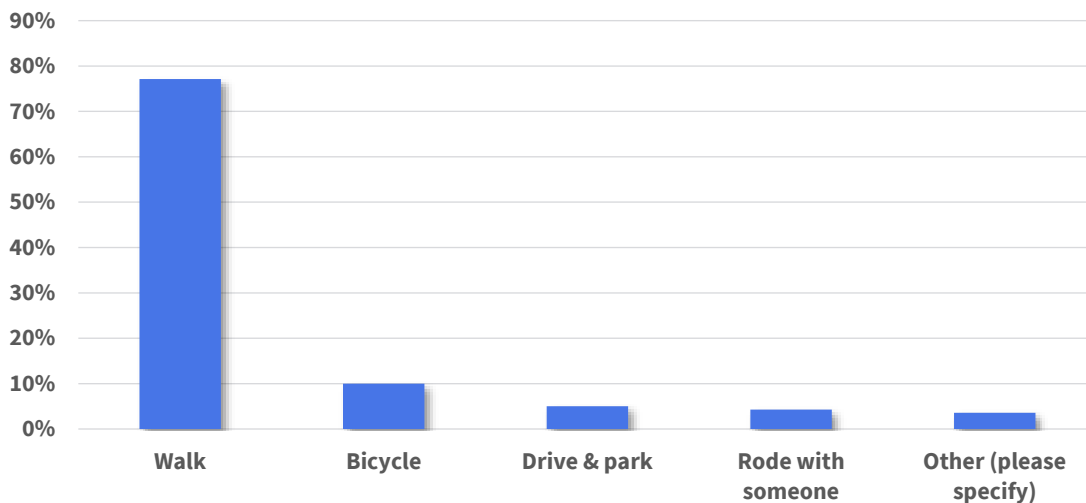
**Figure 24: Trip Destinations**



Respondents were asked which transportation mode they used to access the transit system and how they reached their final destination, as shown in Figure 25. If respondents indicated walking, bicycling, driving, or riding with someone, they were asked to indicate the number of minutes they traveled. Responses revealed how transit users often must combine various modes of travel to complete their individual trip.

Respondents indicated that walking (77%) was the primary mode of transportation used to access and egress transit services, as shown in Figure 25. Biking was the second most popular mode of access and egress, followed by driving and parking. Riding with someone or Other were the least popular. Responses for Other included ridesharing (e.g., Uber/Lyft), skateboarding, mobility chair/scooter, and the bus coming directly to their home.

**Figure 25: Transit Access Mode**

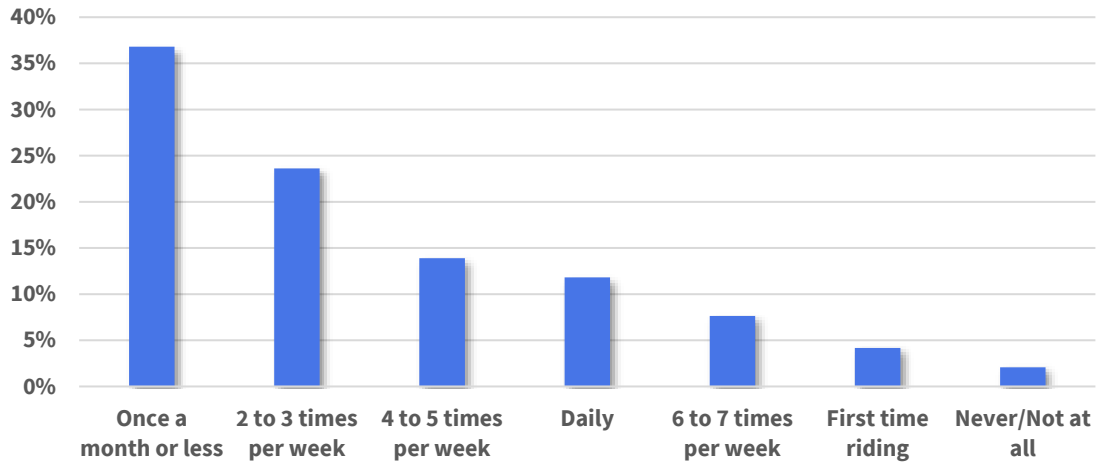


Respondents were asked to provide information on how long it took them to get to the bus stop. Of those who walked to the bus stop, 37% said it took 1–5 minutes, 33% said 6–10 minutes, and 31% said more than 10 minutes. Of the six respondents who said they rode their bicycle to the bus stop, four said it took less than 10 minutes and two said it took 20–30 minutes.

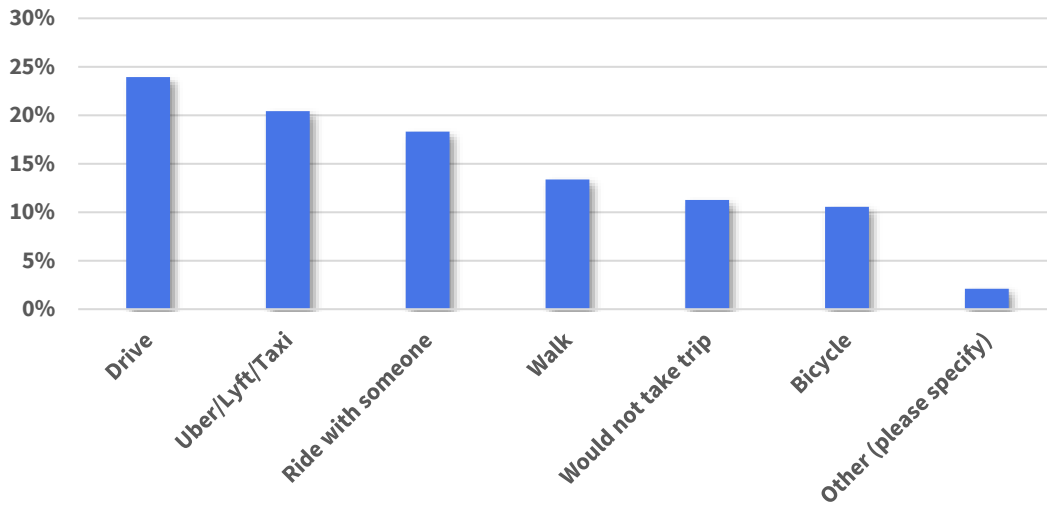
To identify the overall use of transit services, respondents were asked how often they used transit. Most respondents selected once per month or less (37%), followed by 2–3 times per week (24%), and 4–5 times per week (14%), as shown in Figure 26.

Respondents were asked which mode of transportation they would use if bus services was not available. Most said they would drive (24%), as shown in Figure 27. Of the respondents who selected Other, two respondents said they would use a scooter, and the additional respondents did not provide a response.

**Figure 26: Frequency of Use**

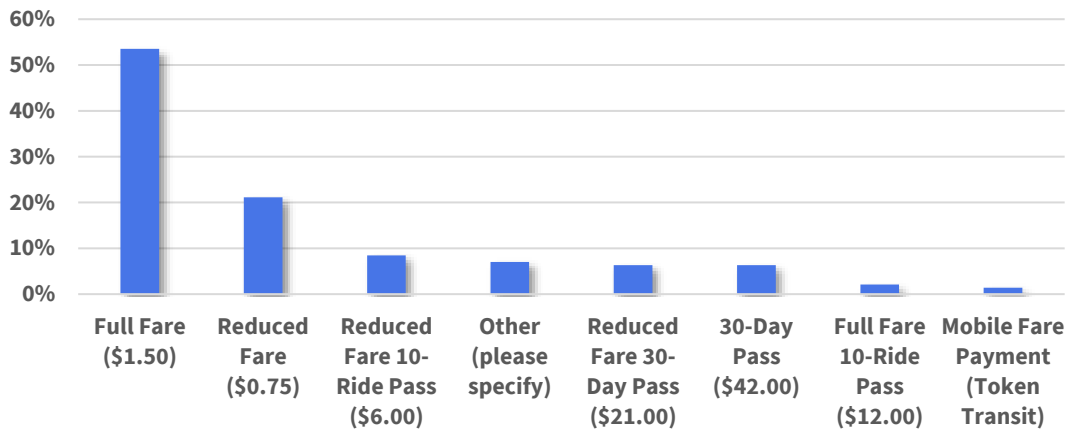


**Figure 27: Transit Alternative Mode Choice**



To assess the utilization rates of fare media and payment methods, bus riders were asked how they paid their fare. The most common fare payment methods were full fare, as shown in Figure 28. Of those who selected Other, seven indicated they rode for free; other responses included paratransit, Space Coast Area Transit demo and \$1.50 round trip for seniors.

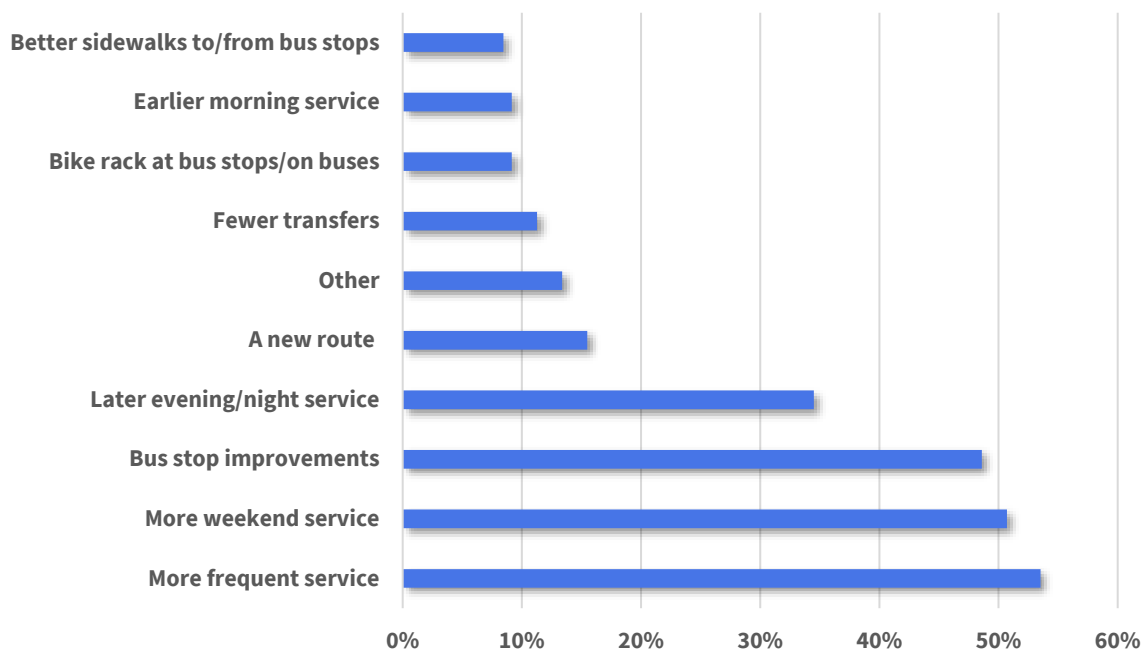
**Figure 28: Fare Payment Method**



**Improvements to Service**

Customer service and satisfaction questions inquired about improvements that could be made to enhance service and how satisfied respondents were with current services. Respondents were asked to select three service improvements they believed would make transit better for them to use. The top three most frequently selected improvements were more frequent service (53.5%), more weekend service (50.7%), and bus stop improvements such as shelters, benches, and trash cans (48.6%), as shown in Figure 29.

**Figure 29: Service Improvements**



Additional comments on improvements are detailed in Tables 12 and 13 and in Figure 30. Respondents were asked to indicate new routes, potential new service areas, and additional service improvements not listed in the categories provided on the survey.

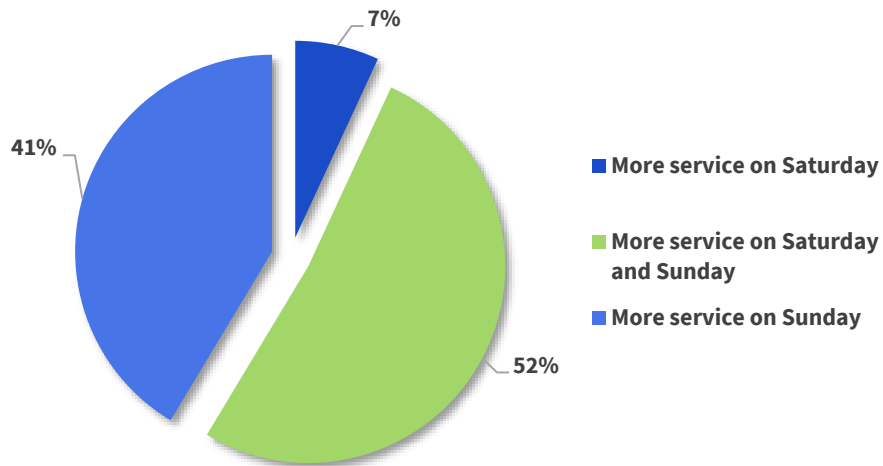
**Table 12: New Routes**

Suggestions
San Fillipo Palm Bay to Melbourne
Extend Route 22 to Sunrise Elementary School at Babcock and Mara Luma
Degroot Road to Malabar Road
Easier route from Mims /Titusville to the beach. Skip Cocoa transfer station.
New route to Home Depot on Merritt Island
North of barge canal to Space Center
Cocoa Commons to Brevard County Complex North Courtney Merritt Island
Down to Valkaria Road along US-1
NW Palm Bay (St John Heritage Pkwy) to Orlando area
A loop: Indialantic to 192 (through downtown MLB) to Wickham to Eau Gallie to Indian Harbour to A1A to Indialantic
Babcock and Malabar to Micco
Barefoot Bay to Orlando Airport
Connect to area parks
Merritt Island to Melbourne
Express bus to UCF/ Orlando
Barefoot Bay to Melbourne
Restore service along Ridgewood Avenue from Cape Canaveral Library to Washington Street
Viera to Orlando International Airport
Extend Cocoa Beach service to 20th Street S
Brevard County to MCO/SFB
Route that runs entire length of Babcock Street
Bus service west of Cocoa Commons on SR-524
Bus to get from Rockledge High School to Transit Center
New route to/from Cocoa Village
Route that runs entire length of Babcock Street

**Table 13: Service Improvements - Other**

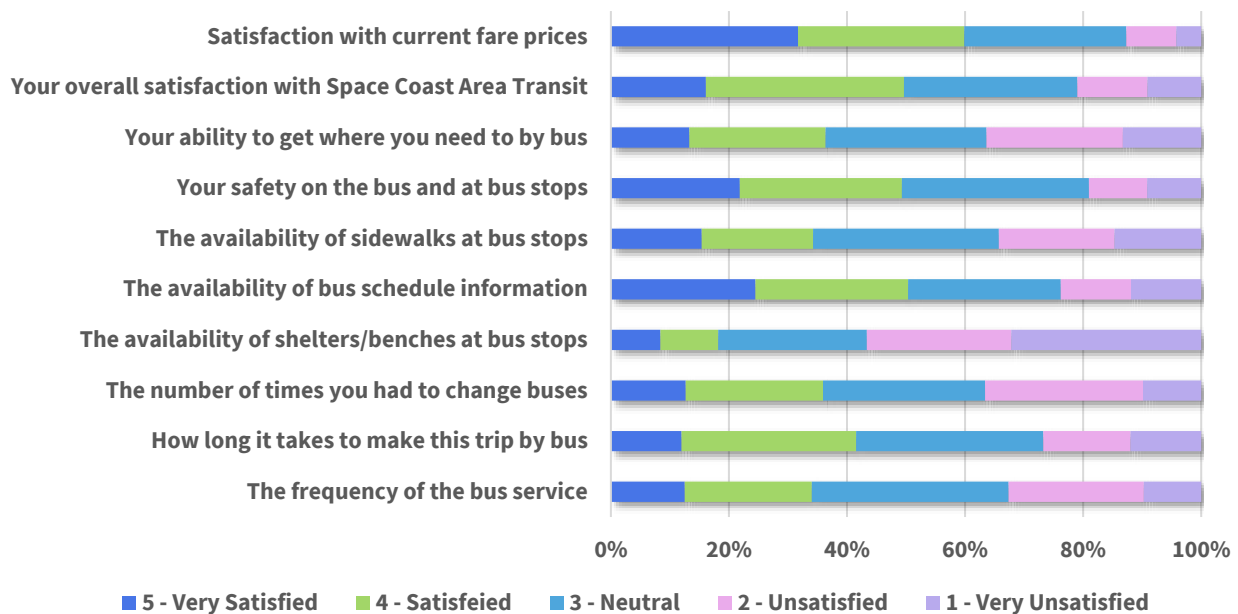
Suggestions
Many more routes to major employers in area
Miss bus coming down Ridgewood, long walk to A1A especially in rain
Point-to-point service for people with disabilities that works better and is more reliable
High speed rail to Melbourne
High speed rail to Orlando
Additional restrooms
Provide electronic notification when bus is approaching home and notify rider when bus arrives
Hour-only schedule on Sundays, need/would like half-hour stops
Letting bikes on the bus when there's no people
Switch to electric bus. Less noise and pollution
People with walkers, wheelchairs, and scooters need pavement; too many stops are in grass
Bigger bus stops
Charger outlets for phones
Increase space for scooters/wheelchairs to turn around and be in forward-facing position on buses
We need all of these and more buses!

**Figure 30: Weekend Service**



Respondents were asked to rate their level of satisfaction with various aspects of transit services by using a numerical rating scale of 1 (very unsatisfied) to 5 (very satisfied). The majority of passengers indicated that they were overall neutral or satisfied with the service and were most satisfied with current fare prices, as shown in Figure 31. Customers were least satisfied with the availability of shelters and benches at bus stops, with over half indicating they were unsatisfied (24%) or very unsatisfied (32%). Several customers indicated being unsatisfied with the number of times they had to change buses (28%) and the ability to get where needed by bus (23%).

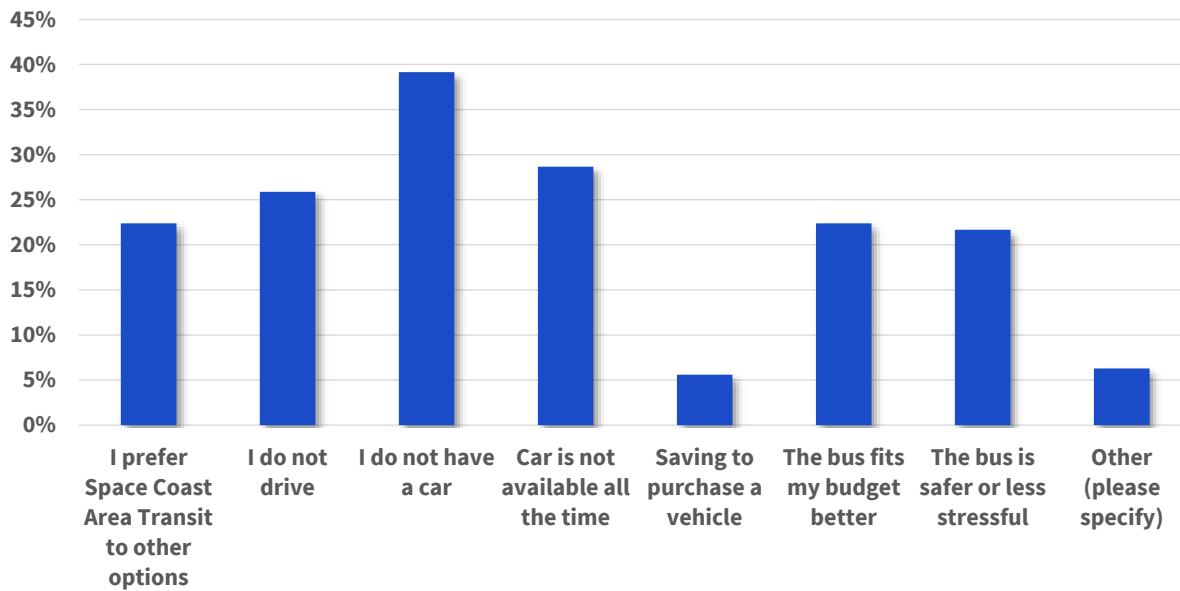
**Figure 31: Customer Satisfaction**



To learn more about transit riders and their needs, the following questions were asked to enable Space Coast Area Transit to construct a profile of a current, typical passenger.

The most common reason to use transit was attributed to not having a car, followed by not having a car available all the time, as shown in Figure 32. The least selected reason was saving to purchase a vehicle. Table 14 shows comments by respondents that selected Other.

**Figure 32: Reasons to Ride Transit**



**Table 14: Reasons to Ride Transit—Other**

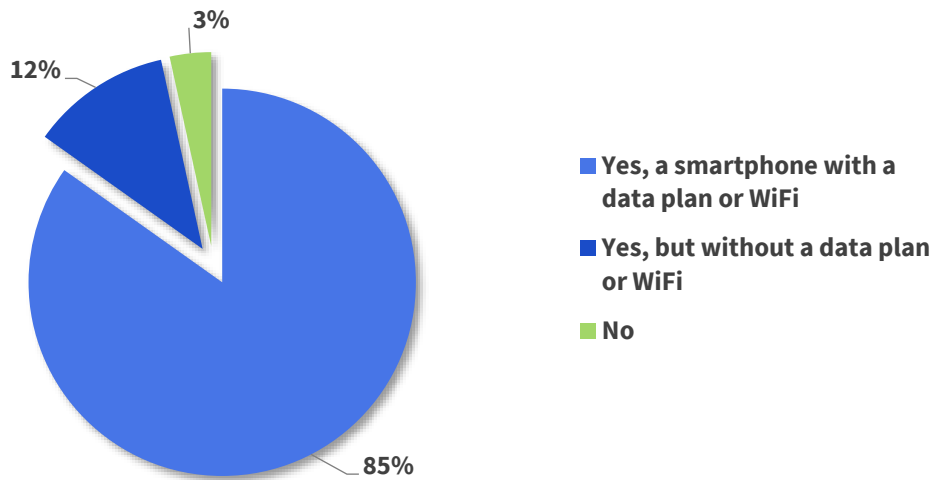
Other Responses
I like to do it once in a while for fun of the ride
Disability
Environment
It is there when needed
Disability
K-12 & senior independence
I am a student and a parent
Mode of transportation



### Improvements to Technology

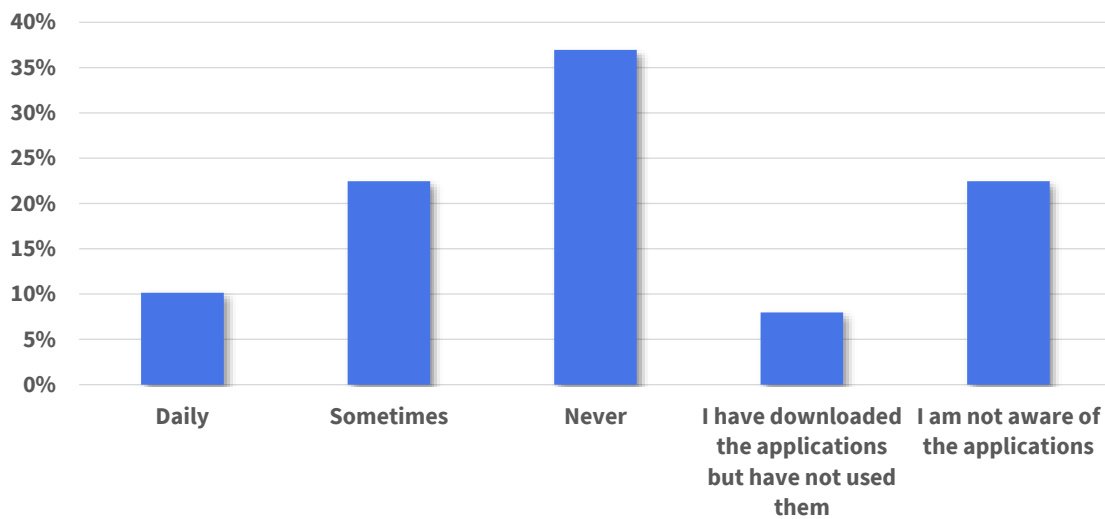
To assess accessibility to Space Coast Area Transit’s mobile app, respondents were asked if they owned a cellphone. Most indicated owning a smartphone with a data plan or Wi-Fi (85%), some did not have a cellphone (3%), and others had a cellphone but without a data plan or Wi-Fi (12%), as shown in Figure 33.

**Figure 33: Cellphone Availability**



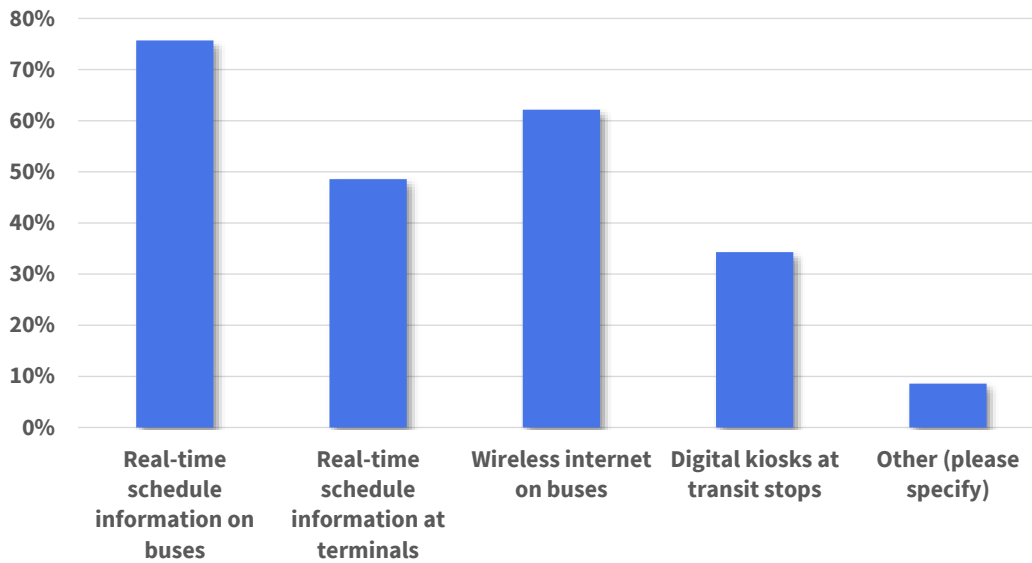
Respondents were asked how often they use Token Transit or 321 Transit smartphone applications. Most had never used it (37%), and 22.4% indicated they were not aware of the apps or used them only sometimes (23%), as shown in Figure 34.

**Figure 34: Use of Token Transit or 321 Transit**



Respondents were asked which technology improvements would make transit easier for them to use. Most respondents indicated that they would like real-time schedule information on buses (76%), followed by wireless internet on buses (62%) and real-time schedule information on buses (49%), as shown in Figure 35. Other responses were electric buses, charging outlets on buses, real-time schedule information and bus tracking in-app, and accepting Apple Pay and/or debit/credit cards.

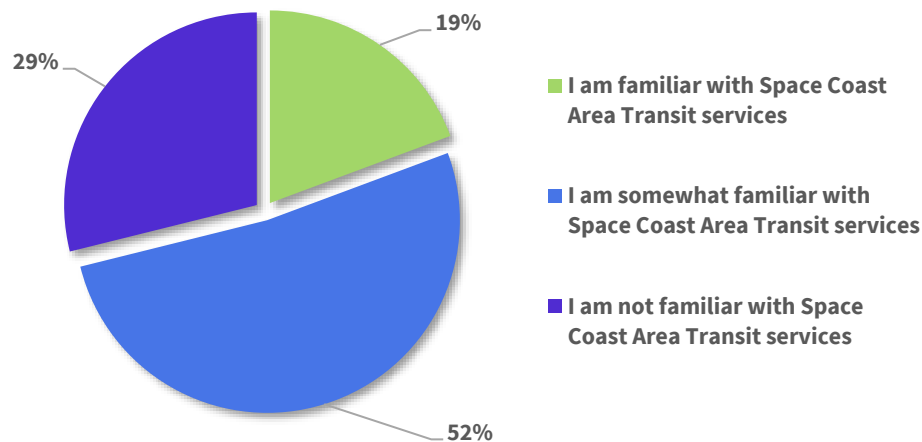
**Figure 35: Technology-Based Improvements**



**Non-Rider Responses**

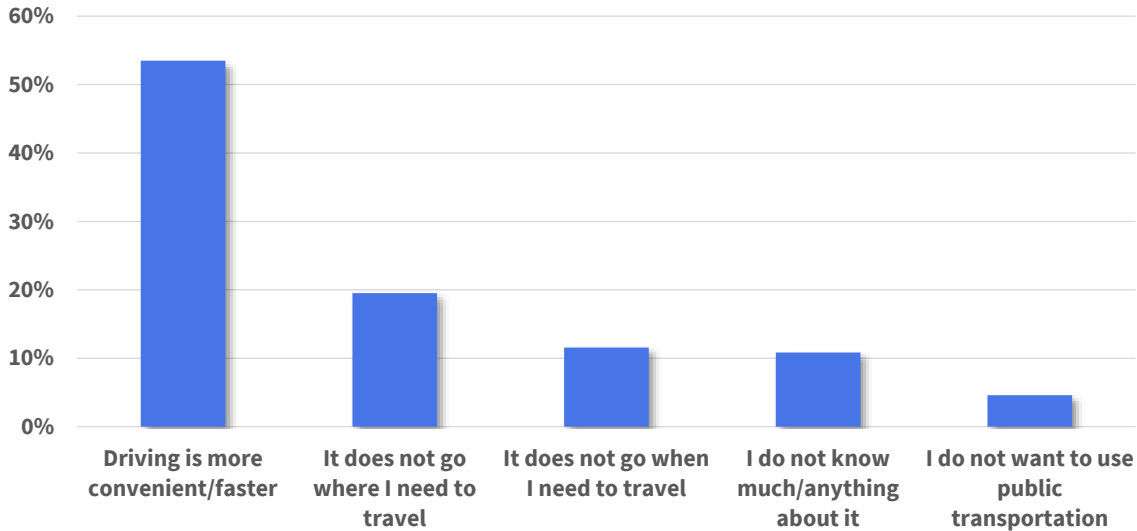
Respondents who indicated that they had not used the service in the past year were asked how familiar they were with Space Coast Area Transit services, with just over half indicating they were somewhat familiar, as shown in Figure 36.

**Figure 36: Familiarity with Space Coast Area Transit Services**



Respondents who did not typically use transit were asked to select from a list of choices that best describe why they did not use transit services. Over half indicated that driving was more convenient/faster (54%), followed by bus not traveling where they need to travel (20%). Results are shown in Figure 37.

**Figure 37: Why Do You Not Use Transit Services?**

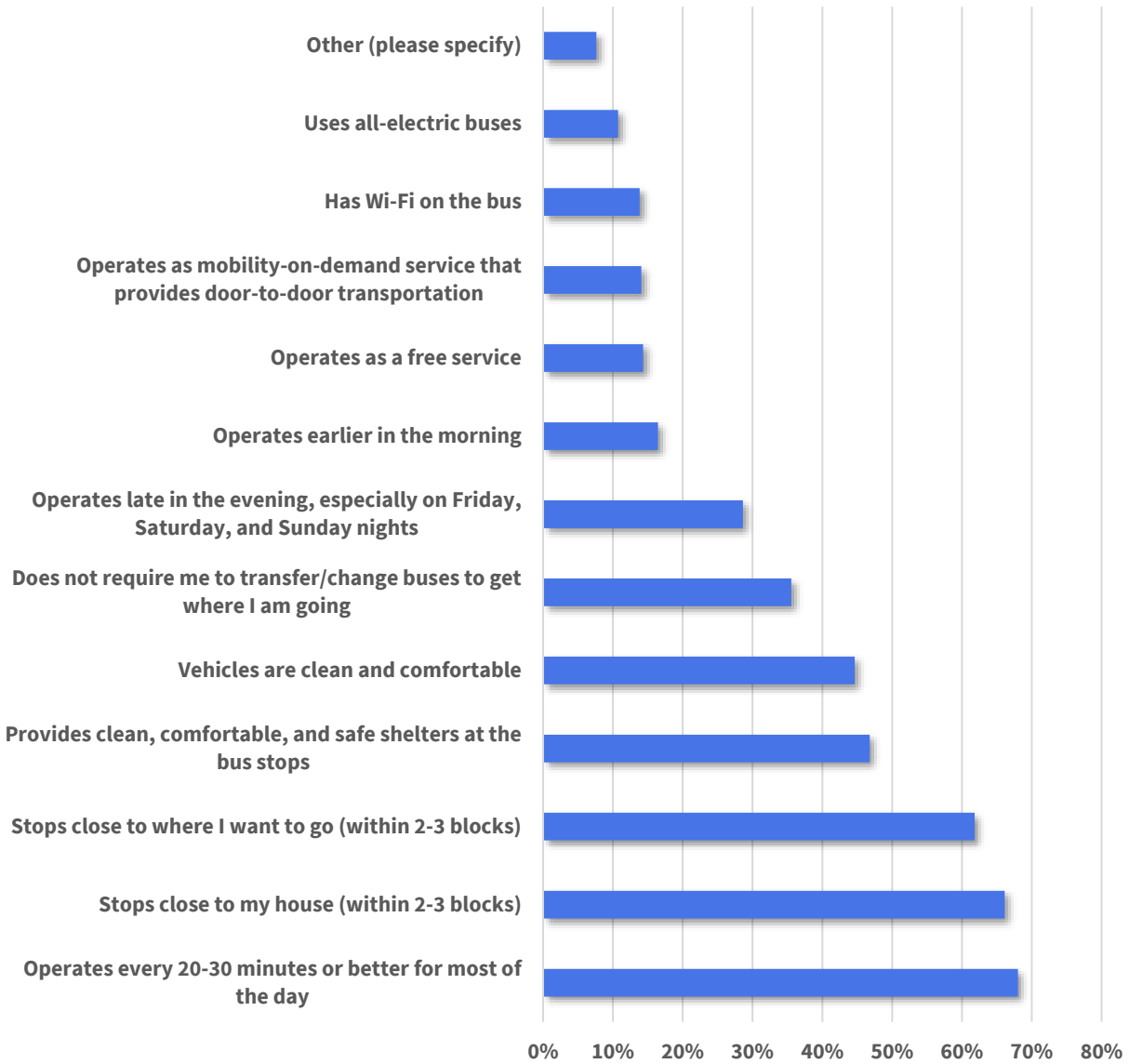


Respondents were asked to select five service aspects that would influence their decision to try transit services in Brevard County. The most selected service option was increased frequency to every 20–30 minutes, followed closely by having stops close to their house and stops close to where they needed to go, as shown in Figure 38. Other responses are shown in Table 15.

**Table 15: Top Aspects That Would Influence Decision to Try Transit Services – Other**

Themes	# of Responses
Accept all bikes	2
Add train service	5
All of the above	1
Better accessibility and services for those with disabilities	4
Family/kid/stroller-friendly	3
Is reliably on time with its published schedule/real time info in app	3
Would not use	11

**Figure 38: Top Aspects That Would Influence Decision to Try Transit Services**

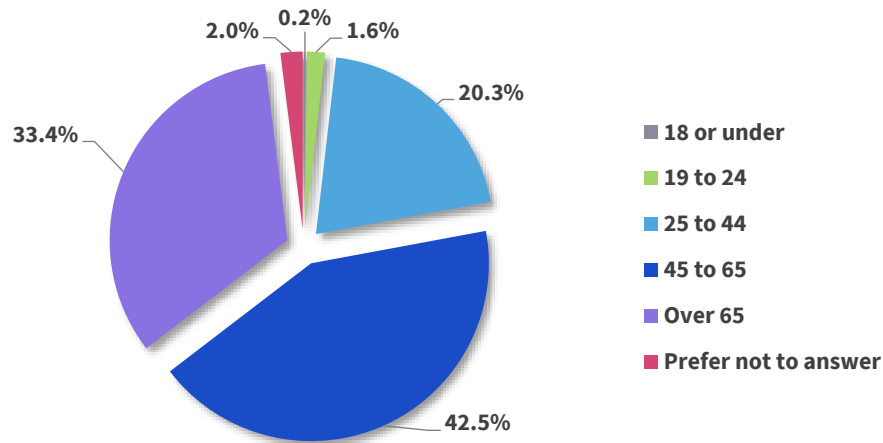


### Demographics

This section identifies sociodemographic characteristics of respondents, including age, employment status, race/ethnicity, accessibility to a vehicle, and household income.

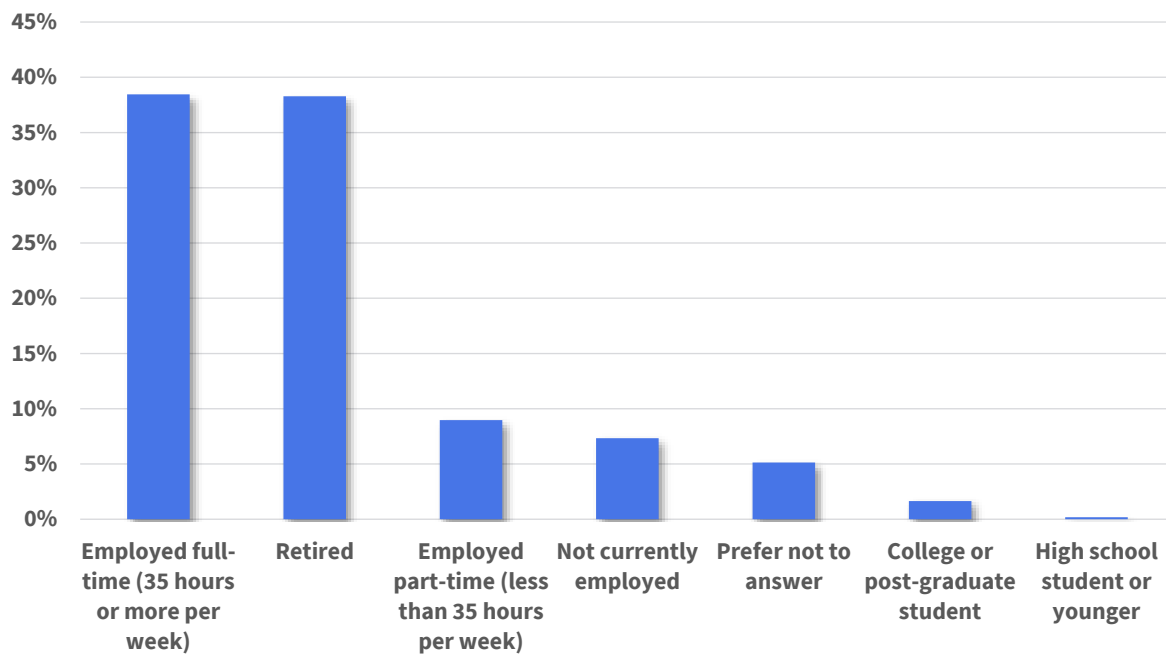
Respondents were asked to indicate their age; most were over age 65, followed by ages 45–65, as shown in Figure 39.

**Figure 39: Age Group Distribution**



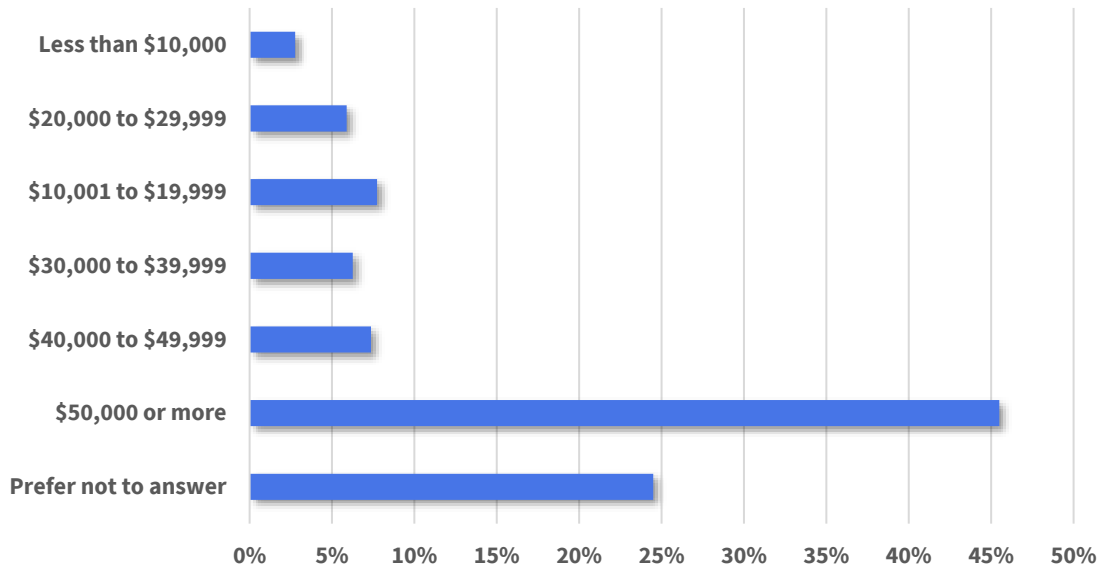
Respondents were asked about their current employment status. A slight majority indicated that they worked full-time (38.5%), followed by being retired (38.3%), as shown in Figure 40.

**Figure 40: Employment Status**



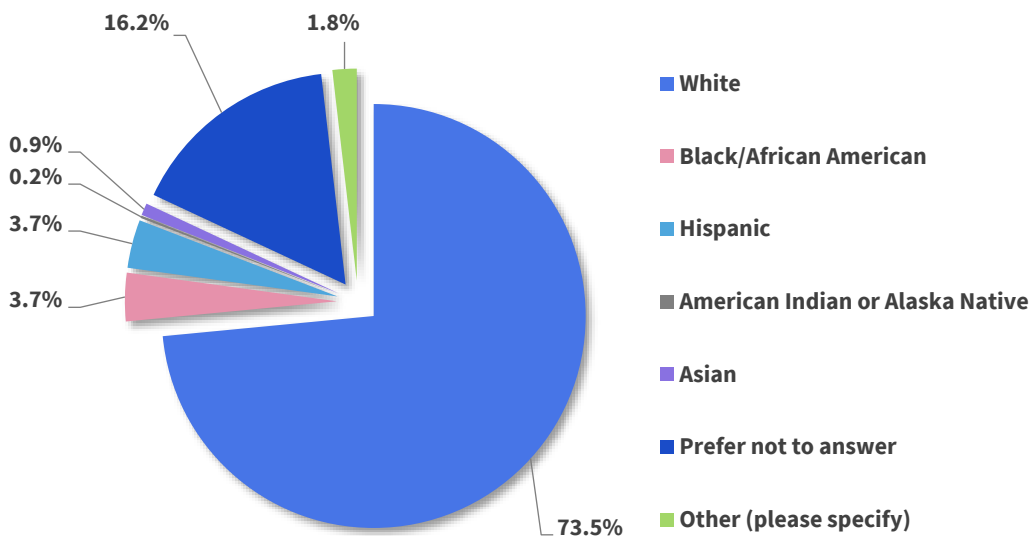
Respondents were asked to indicate their total household income in 2019. Most indicated that their household earned \$50,000 or more annually, and a significant portion of respondents preferred not to answer, as shown in Figure 41.

**Figure 41: Household Income in 2019**



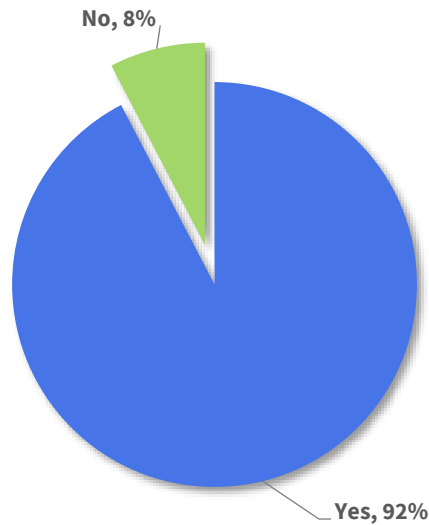
Respondents were asked about their race and ethnicity, as shown in Figure 42. Almost three-quarters indicated being white, followed by 16.2% preferring not to answer. Of the Other responses, several indicated being multi-racial, and one respondent indicated being Pacific Islander.

**Figure 42: Race and Ethnicity**

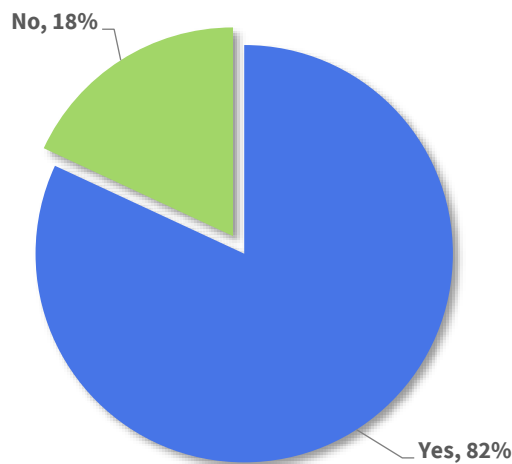


To determine respondent accessibility to driving, they were asked if they had a valid driver’s license, as shown in Figure 43. They were also asked if they had regular access to a vehicle for a majority of their daily trips, as shown in Figure 44. In total, 92% indicated having driver’s license, and 82% indicated having regular access to a vehicle.

**Figure 43: Do You Have a Valid Driver’s License?**



**Figure 44: Do You Have Regular Access to a Vehicle?**



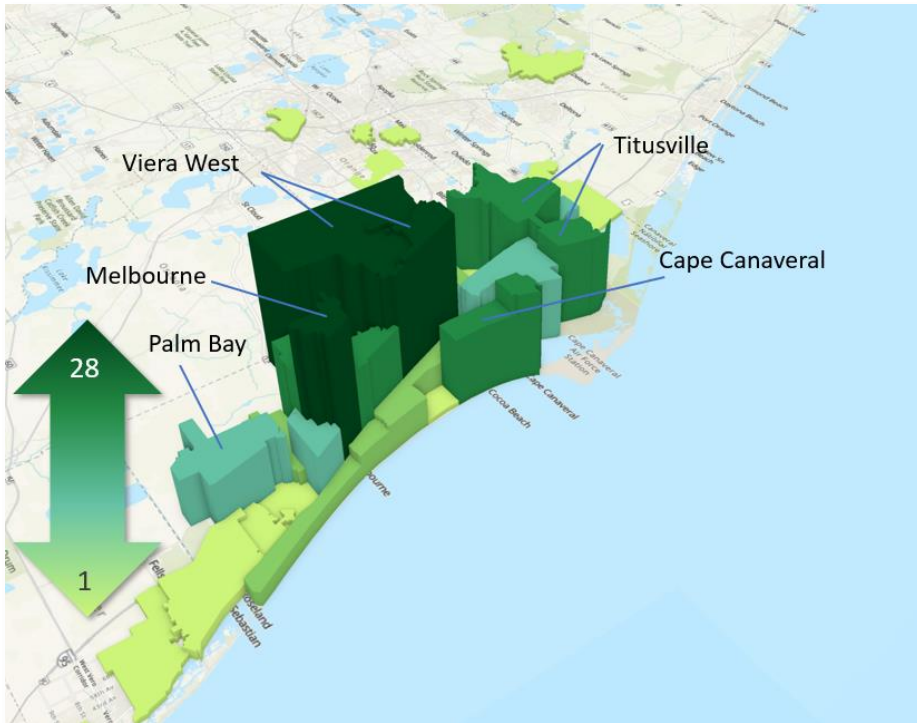
Respondents were asked to provide their home and work ZIP codes. Home ZIP codes with the largest numbers were Viera West (32940 and 32955), Cape Canaveral (32920), Palm Bay (32909 and 32907), and Titusville (32780), as shown in Map 2. Employment ZIP codes with the largest numbers were

Titusville (32780), Cape Canaveral (32920), Viera West (32940 and 32955), Melbourne (32901 and 32935), as shown in Map 3.

**Map 2: Online Survey Home ZIP Codes**



**Map 3: Online Survey Employment ZIP Codes**





### Online Survey General Conclusion

Results from the online survey are useful in providing insight into the characteristics, needs, and other aspects of transit riders and non-riders. This information will be beneficial in helping to provide recommendations to increase ridership and the overall quality of the service. Conclusions drawn from the online survey analysis are summarized as follows:

- Of respondents who had used transit in the past 12-months, most indicated being “satisfied” or “very satisfied” with various aspects of the transit service being offered.
- Respondents who had used transit in the past 12 months agreed that future improvements should place higher priority on increased frequency, improvements to bus stops, expanded weekend service, and later evening/night service.
- Real-time schedule information on buses and wireless internet on buses were the primary technology improvements requested by transit users.
- One quarter of respondents who completed the online survey were transit users.
- Nearly 30% of the non-transit users who completed the survey were not familiar with Space Coast Area Transit.
- Of respondents who had used transit in the past 12 months, over 95% had access to a smartphone with a data plan and/or Wi-Fi, but 59% did not use Token Transit or 321 Transit smartphone applications.
- Lack of access to a vehicle was noted as the primary reason that many transit users used transit service for their transportation needs.
- Non-transit users indicated that they did not use transit because driving was more convenient and the bus did not go to where they wanted to travel.
- Non-transit users indicated they would likely use transit if it operated more frequently (every 20–30 minutes), stopped closer to their house (within 2–3 blocks), and stopped closer to where they wanted to go (within 2–3 blocks).
- More than 75% of respondents were employed full-time (35 hours or more) or were retired and had a valid driver’s license and access to a vehicle.

The final part of the survey gave respondents the opportunity to provide general, open-ended comments, as indicated in **Appendix E**.

## TRANSIT USER SURVEY COMPARISONS

The remainder of this document summarizes comparisons between results from the on-board survey and the online survey. As previously noted, key takeaways from the survey efforts will be vital for the TDP and COA efforts, as well as other potential transit initiatives.

Both surveys indicated that 77% of the respondents typically walked to/from transit services.

- Results from the on-board survey revealed that 40% of respondents used transit daily compared to 12% on the online survey.
  - Both surveys indicated that the majority of respondents used transit 2–5 times per week.
- On both surveys, the top three improvements desired were more frequent service, more weekend service, and bus stop improvements, followed by later evening/night service.
  - Respondents wanted to see more service on Saturday and Sunday; however, if they had to choose between the two, they would like more service on Sunday.
- Both surveys revealed that more than half of the respondents had access to a smartphone with a data plan, but more than 35% on both surveys indicated they had never used the applications (Token Transit or 321Transit) provided by Space Coast Area Transit.
- Related to fares and customer satisfaction, results were similar. Most respondents were satisfied with current fare prices and the availability of bus schedule information, and most were unsatisfied or very unsatisfied with the availability of shelter/benches at bus stops.
- Both surveys revealed that respondents used Space Coast Area Transit because they did not have a car, and a considerable number indicated they preferred Space Coast Area Transit to other options.
- For technology improvements, most respondents indicated they would like to see real-time information on buses, followed by wireless internet on buses, and real-time schedule information at terminals.
- Most respondents who completed the on-board survey were ages 25–44, compared to those who completed the online survey, with the highest age group of 45–65.
- Many respondents indicated that Micco (Barefoot Bay), Merritt Island, Palm Bay, Viera, and Melbourne needed more transit service. Respondents also indicated the need for regional connections to Orlando and more transit service to sectors near Cape Canaveral.

## APPENDIX A – ON-BOARD SURVEY INSTRUMENTS



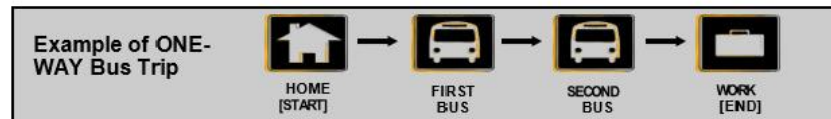
## On-board Transit Rider Survey (2021)

Route #: \_\_\_\_\_

Space Coast Area Transit (or 321 Transit) strives to continually improve its services and passengers amenities. Please help us serve you better by completing this survey. **Thank You!**

1. Please **LIST ALL** the **BUS ROUTES** you took or will take to complete this **ONE-WAY** trip:

FIRST Bus Route	→	SECOND Bus Route	→	THIRD Bus Route	→	FOURTH Bus Route



2. Please  the **STARTING PLACE** of this **ONE-WAY TRIP**? (Only  **One**)

- 1\_\_ Home      4\_\_ School (K-12)      7\_\_ Shopping      10\_\_ Other (please specify): \_\_\_\_\_
- 2\_\_ Work      5\_\_ College/Tech School      8\_\_ Errands
- 3\_\_ Medical      6\_\_ Recreation      9\_\_ Social/Personal/Church

3. Please  the **ENDING PLACE** of this **ONE-WAY TRIP**? (Only  **One**)

- 1\_\_ Home      4\_\_ School (K-12)      7\_\_ Shopping      10\_\_ Other (please specify): \_\_\_\_\_
- 2\_\_ Work      5\_\_ College/Tech School      8\_\_ Errands
- 3\_\_ Medical      6\_\_ Recreation      9\_\_ Social/Personal/Church

4. How do you typically get **to/from** the bus stop? (Only  **One**)

- 1\_\_ Walk \_\_# Minutes      3\_\_ Drive & park \_\_# Minutes      5\_\_ Other (please specify): \_\_\_\_\_
- 2\_\_ Bicycle \_\_# Minutes      4\_\_ Ride with someone \_\_# Minutes

5. How often do you ride the bus?

- 1\_\_ Daily      4\_\_ 6 to 7 times per week
- 2\_\_ 2 to 3 times per week      5\_\_ Once a month or less
- 3\_\_ 4 to 5 times per week      6\_\_ First time riding

6. If **not by bus**, how would you make this trip? (Only  **One**)

- 1\_\_ Would not take trip      4\_\_ Bicycle      7\_\_ Other (please specify): \_\_\_\_\_
- 2\_\_ Ride with someone      5\_\_ Uber/Lyft/Taxi
- 3\_\_ Walk      6\_\_ Drive

7. What fare did you pay when you **got on this bus**? (Only  **One**)

- 1\_\_ Mobile Fare Payment (Token Transit)      5\_\_ Reduced Fare 10-Ride Pass (\$6.00)
- 2\_\_ Full Fare (\$1.50)      6\_\_ 30-Day Pass (\$42.00)
- 3\_\_ Reduced Full Fare (\$0.75)      7\_\_ Reduced Fare 30-Day Pass (\$21.00)
- 4\_\_ Full Fare 10-Ride Pass (\$12.00)      8\_\_ Other (please specify): \_\_\_\_\_

8. Which **three** of the following improvements would make Space Coast Area Transit better for you? (Please  **THREE** (3) options)

- 1\_\_ More frequent service (bus comes by more often)
- 2\_\_ Bus stop improvements (shelters, benches, trash cans)
- 3\_\_ Bike racks  at bus stop  on bus
- 4\_\_ Fewer transfers
- 5\_\_ Earlier morning service
- 6\_\_ Later evening/night service
- 7\_\_ More weekend service, select one or both:  Saturday  Sunday
- 8\_\_ More or better sidewalks to/from bus stops
- 9\_\_ Express service from \_\_\_\_\_ to \_\_\_\_\_
- 10\_\_ Add a new route from \_\_\_\_\_ to \_\_\_\_\_
- 11\_\_ Other (specify): \_\_\_\_\_

PLEASE CONTINUE ON BACK OF SURVEY





9. How satisfied are you with each of the following? (Circle a score for each item listed)

	Very Satisfied		Neutral		Very Unsatisfied
a. The frequency of the bus service	5	4	3	2	1
b. How long it takes to make this trip by bus	5	4	3	2	1
c. The number of times you have to change buses	5	4	3	2	1
d. The availability of shelters/benches at bus stops	5	4	3	2	1
e. The availability of bus schedule information	5	4	3	2	1
f. The availability of sidewalks at bus stops	5	4	3	2	1
g. Your safety on the bus and at bus stops	5	4	3	2	1
h. Your ability to get where you need to by bus	5	4	3	2	1
i. Your overall satisfaction with Space Coast Area Transit	5	4	3	2	1
j. Satisfaction with current fare prices	5	4	3	2	1

10. What is the most important reason you ride the bus? (✓ All that apply)

- 1\_\_ I prefer Space Coast Area Transit to other options
- 2\_\_ I do not drive
- 3\_\_ I do not have a car
- 4\_\_ Car is not available all the time
- 5\_\_ Saving to purchase a vehicle
- 6\_\_ The bus fits my budget better
- 7\_\_ The bus is safer or less stressful
- 8\_\_ Other (please specify): \_\_\_\_\_

11. Do you own a cellular phone? (Only ✓ One)

- 1\_\_ Yes, a smartphone with a data plan or WiFi
- 2\_\_ Yes, but without a data plan or WiFi
- 3\_\_ No

12. How often do you use Token Transit or 321 Transit smartphone applications?

- 1\_\_ Daily
- 2\_\_ Sometimes
- 3\_\_ Never
- 4\_\_ I have downloaded the applications but have not used them
- 5\_\_ I am not aware of the applications

13. If the technology becomes available in the future, which of the following technology improvements would make Space Coast Area Transit easier for you to use? (Please ✓ Three)

- 1\_\_ Real-time schedule information on buses
- 2\_\_ Real-time schedule information at terminals
- 3\_\_ Wireless internet on buses
- 4\_\_ Digital kiosks at transit stops
- 5\_\_ Other (please specify): \_\_\_\_\_

14. What is your zip code: \_\_\_\_\_

15. Your age is?

- 1\_\_ 18 or under
- 2\_\_ 19 to 24
- 3\_\_ 25 to 44
- 4\_\_ 45 to 65
- 5\_\_ Over 65
- 6\_\_ Prefer not to answer

16. What primary language do you speak and/or read?

- 1\_\_ English
- 2\_\_ Spanish
- 3\_\_ Other: \_\_\_\_\_

17. What is your race or ethnic heritage? (Only ✓ One)

- 1\_\_ White
- 2\_\_ Black/ African American
- 3\_\_ Asian
- 4\_\_ American Indian or Alaska Native
- 5\_\_ Hispanic
- 6\_\_ Other (please specify): \_\_\_\_\_
- 7\_\_ Prefer not to answer

18. What was the range of your total household income (Only ✓ One)

- 1\_\_ Less than \$10,000
- 2\_\_ \$10,000 to 19,999
- 3\_\_ \$20,000 to 29,999
- 4\_\_ \$30,000 to 39,999
- 5\_\_ \$40,000 to 49,999
- 6\_\_ \$50,000 or more
- 7\_\_ Prefer not to answer

19. Is there anything you would like to comment on about the existing bus services or suggest for improving the service? \_\_\_\_\_

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THANK YOU FOR COMPLETING THE SURVEY!



## Encuesta para Pasajeros de Transito a Bordo (2021)

Ruta #: \_\_\_\_\_

Space Coast Area Transit (o 321Transit) se esfuerza por mejorar continuamente sus servicios y comodidades para los pasajeros. Por favor, ayúdenos a brindarle un mejor servicio completando esta encuesta. ¡Gracias!

### 1. ANOTE TODAS las RUTAS de autobús que tomo o tomara para completar ESTE VIAJE UNIDIRECCIONAL:

PRIMERA Ruta	SEGUNDA Ruta	TERCERA Ruta	CUARTA Ruta

**Example of ONE-WAY Bus Trip**

HOME  
[START]

FIRST  
BUS

SECOND  
BUS

WORK  
[END]

### 2. Por favor marque el LUGAR DE INICIO de este VIAJE UNIDIRECCIONAL (seleccione Uno)

- |            |                                |                            |                               |
|------------|--------------------------------|----------------------------|-------------------------------|
| 1__Casa    | 4__Escuela (K-12)              | 7__Compras                 | 10__Otro (especifique): _____ |
| 2__Trabajo | 5__Universidad/Colegio Técnico | 8__Mandados                |                               |
| 3__Medico  | 6__Recreación                  | 9__Social/Personal/Iglesia |                               |

### 3. Por favor marque el DESTINO FINAL de este VIAJE UNIDIRECCIONAL (seleccione Uno)

- |            |                                |                            |                               |
|------------|--------------------------------|----------------------------|-------------------------------|
| 1__Casa    | 4__Escuela (K-12)              | 7__Compras                 | 10__Otro (especifique): _____ |
| 2__Trabajo | 5__Universidad/Colegio Técnico | 8__Mandados                |                               |
| 3__Medico  | 6__Recreación                  | 9__Social/Personal/Iglesia |                               |

### 4. Normalmente, ¿cómo llega/se va de la parada de autobús? (seleccione Uno)

- |                             |                                      |                              |
|-----------------------------|--------------------------------------|------------------------------|
| 1__Camino __# Minutos       | 3__Maneje y me estacione __# Minutos | 5__Otro (especifique): _____ |
| 2__En bicicleta __# Minutos | 4__Me trajeron __# Minutos           |                              |

### 5. ¿Con qué frecuencia viaja en autobús?

- |                           |                           |
|---------------------------|---------------------------|
| 1__Diario                 | 4__6 a 7 veces por semana |
| 2__2 a 3 veces por semana | 5__Una vez al mes o menos |
| 3__4 a 5 veces por semana | 6__Primera vez            |

### 6. Si no fuera en autobús, ¿como haría este viaje? (seleccione Uno)

- |                        |                   |                              |
|------------------------|-------------------|------------------------------|
| 1__No haría el viaje   | 4__En bicicleta   | 7__Otro (especifique): _____ |
| 2__Vendría con alguien | 5__Uber/Lyft/Taxi |                              |
| 3__Caminando           | 6__Manejando      |                              |

### 7. ¿Que tarifa pago cuando se subió a este autobús? (seleccione Uno)

- |  |   |
|--|---|
| 1__Pago de Tarifa Móvil (Tránsito de Fichas)       | 5__Pase de 10 Viajes con Tarifa Reducida (\$6.00) |
| 2__Tarifa Completa (\$1.50)                        | 6__Pase de 30 Días (\$42.00)                      |
| 3__Tarifa Reducida (\$0.75)                        | 7__Pase de 30 Días con Tarifa Reducida (\$21.00)  |
| 4__Pase de 10 Viajes con Tarifa Completa (\$12.00) | 8__Otro (especifique): _____                      |

### 8. ¿Cuales TRES de las siguientes mejoras harían que Space Coast Area Transit funcione mejor para usted? (seleccione TRES (3) opciones)

- 1\_\_Servicio mas frecuente (el autobús pasa con mas frecuencia)
- 2\_\_Mejoras en paradas de autobús (refugios, bancos, botes de basura)
- 3\_\_Portabicicletas \_\_ en la parada del autobús \_\_ en el autobús
- 4\_\_Menos traslados
- 5\_\_Servicio mas temprano
- 6\_\_Servicio prolongado en la tarde/noche
- 7\_\_Mas servicio de fin de semana, seleccione uno o ambos: \_\_Sábado \_\_Domingo
- 8\_\_Mas aceras hacia/desde paradas de autobús
- 9\_\_Servicio expreso desde \_\_\_\_\_ hasta \_\_\_\_\_
- 10\_\_Agregar una nueva ruta desde \_\_\_\_\_ hasta \_\_\_\_\_
- 11\_\_Otro (especifique): \_\_\_\_\_

POR FAVOR CONTINUAR EN LA SIGUIENTE PAGINA







9. ¿Que tan satisfecho esta con cada uno de los siguientes? (encierre en un círculo su preferencia)

	Muy Satisfecho	Neutral	Muy Insatisfecho		
a. La frecuencia del servicio de autobús	5	4	3	2	1
b. Cuanto tiempo se tarda en hacer este viaje en autobús	5	4	3	2	1
c. La cantidad de veces que tienes que cambiar de autobús	5	4	3	2	1
d. La disponibilidad de refugios/bancos en las paradas de autobús	5	4	3	2	1
e. La disponibilidad de información sobre los horarios de autobuses	5	4	3	2	1
f. La disponibilidad de aceras en las paradas de autobús	5	4	3	2	1
g. Su seguridad en el autobús y en las paradas de autobús	5	4	3	2	1
h. La capacidad para llegar a donde necesitas en autobús	5	4	3	2	1
i. Su satisfacción con Space Coast Area Transit	5	4	3	2	1
j. Su satisfacción con los precios actuales de las tarifas	5	4	3	2	1

10. ¿Cual es la razón mas importante por la que viaja en autobús? (seleccione ✓ **TODO lo que corresponda**)

- |  |   |
|--|---|
| 1__ Prefiero Space Coast Area Transit a otras opciones | 5__ Ahorrando para comprar un carro             |
| 2__ Yo no conduzco                                     | 6__ El autobús se ajusta mejor a mi presupuesto |
| 3__ No tengo un carro                                  | 7__ El autobús es mas seguro o menos estresante |
| 4__ El carro no esta disponible todo el tiempo         | 8__ Otro (especifique): _____                   |

11. ¿Tiene un teléfono celular? (seleccione ✓ **Uno**)

- 1\_\_ Sí, un smartphone con plan de datos o WiFi      2\_\_ Sí, pero sin plan de datos o WiFi      3\_\_ No

12. ¿Con que frecuencia utiliza las aplicaciones para teléfonos inteligentes Token Transit o 321 Transit?

- 1\_\_ Diario      4\_\_ He descargado las aplicaciones pero no las he usado  
 2\_\_ Algunas veces      5\_\_ No estoy al tanto de las aplicaciones  
 3\_\_ Nunca

13. Si la tecnología está disponible en el futuro, ¿cuál de las siguientes mejoras tecnológicas facilitaría el uso de Space Coast Area Transit? (seleccione ✓ **Tres**)

- 1\_\_ Información de horarios en tiempo real en los autobuses      4\_\_ Quioscos digitales en las paradas de tránsito  
 2\_\_ Información de horarios en tiempo real en las terminales      5\_\_ Otro (especifique): \_\_\_\_\_  
 3\_\_ Internet inalámbrico en los autobuses

14. ¿Cual es su código postal? \_\_\_\_\_

15. ¿Tu edad es?

- 1\_\_ 18 o menor      3\_\_ 25 a 44      5\_\_ Mayor de 65  
 2\_\_ 19 a 24      4\_\_ 45 a 65      6\_\_ Prefiero no responder

16. ¿Que idioma principal habla y/o lee?

- 1\_\_ Inglés      2\_\_ Español      3\_\_ Otro (especifique): \_\_\_\_\_

17. ¿Cual es su raza o herencia étnica? (seleccione ✓ **Uno**)

- 1\_\_ Blanco      4\_\_ Nativo Americano o Nativo de Alaska      7\_\_ Prefiero no responder  
 2\_\_ Negro/Afroamericano      5\_\_ Hispano  
 3\_\_ Asiático      6\_\_ Otro (especifique): \_\_\_\_\_

18. ¿Cual fue el rango de los ingresos totales de su hogar? (seleccione ✓ **Uno**)

- 1\_\_ Menos de \$10,000      4\_\_ \$30,000 a 39,999      7\_\_ Prefiero no responder  
 2\_\_ \$10,000 a 19,999      5\_\_ \$40,000 a 49,999  
 3\_\_ \$20,000 a 29,999      6\_\_ \$50,000 o mas

19. ¿Hay algo que le gustaría comentar sobre los servicios de autobús existentes o sugerir para mejorar el servicio?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**¡GRACIAS POR COMPLETAR ESTA ENCUESTA!**

## APPENDIX B – ONLINE SURVEY INSTRUMENTS



## Online Transit Survey Questions for SurveyMonkey

The Space Coast Transportation Planning Organization (SCTPO), in cooperation with Space Coast Area Transit, is conducting an online transit survey to support the plans for transit service in the future.

By taking this survey, YOU can help us understand how you currently use and view transit, why you chose not to use transit, and what it would take to change your mind about using transit. The survey takes about 10 minutes to complete. Thank you for your feedback and participation!

### Perception/Opinion Questions

1. What modes of travel have you used in the past month to get around?
  - Auto - driver
  - Auto - passenger
  - Bus (Space Coast Area Transit)
  - Senior transportation/paratransit
  - Carpool/vanpool
  - Walk
  - Bicycle
  - Taxi/Uber/Lyft/other rideshare
  - Other (please specify \_\_\_\_\_)
2. In your opinion, what is the most important benefit of the transit system?
  - It provides me needed transportation
  - It provides access to jobs, school, shopping, and other places
  - It provides a more affordable option to owning a car
  - It provides transportation for persons who do not have access to a car
  - It helps reduce impacts on the environment
  - It helps spur economic development by providing transportation to jobs, entertainment, and other services
3. Do you think there is a need for additional transit service in Brevard County?
  - Yes (jump to Q4)
  - No (jump to Q5)
4. What areas in Brevard County would you like SCAT to serve THAT ARE NOT CURRENTLY SERVED? (Click on the specific area or areas on the interactive map below OR check box below if you feel that no areas need service). **NOTE: this question will either have a map that is labeled and breaks the service area up into defined areas, or we will include a link that respondents can click to see a map and select areas by clicking on them.**
  - There are no areas that need service
5. Have you ridden SCAT within the last twelve months?

- Yes (jump to Q6)
- No (jump to Q18)

### Rider Questions

6. Which SCAT bus route(s) do you ride most often?

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Route 1  | <input type="checkbox"/> Route 21 |
| <input type="checkbox"/> Route 2  | <input type="checkbox"/> Route 22 |
| <input type="checkbox"/> Route 3  | <input type="checkbox"/> Route 23 |
| <input type="checkbox"/> Route 4  | <input type="checkbox"/> Route 24 |
| <input type="checkbox"/> Route 5  | <input type="checkbox"/> Route 25 |
| <input type="checkbox"/> Route 6  | <input type="checkbox"/> Route 26 |
| <input type="checkbox"/> Route 7  | <input type="checkbox"/> Route 27 |
| <input type="checkbox"/> Route 8  | <input type="checkbox"/> Route 28 |
| <input type="checkbox"/> Route 9  | <input type="checkbox"/> Route 29 |
| <input type="checkbox"/> Route 10 | <input type="checkbox"/> Route 30 |
| <input type="checkbox"/> Route 11 | <input type="checkbox"/> Route 33 |
| <input type="checkbox"/> Route 20 |                                   |

7. What type(s) of trips do you make when you ride the bus? (select all that apply)

- Home
- Work
- Medical
- School (K-12)
- College/Tech School
- Recreation
- Shopping
- Errands
- Social/Personal/Church
- Other (please specify \_\_\_\_\_)

8. How do you typically get to/from the bus stop?

- Walk (\_\_\_\_\_ # minutes)
- Bicycle (\_\_\_\_\_ # minutes)
- Drive & park (\_\_\_\_\_ # minutes)
- Ride with someone (\_\_\_\_\_ # minutes)
- Other (please specify \_\_\_\_\_)

9. How often do you ride the bus?
- Daily
  - 2-3 *days* per week
  - 4-5 times per week
  - 6-7 times per month
  - Once a month or less
  - First time riding
10. If not by bus, how would you make this trip? (Select only 1).
- Would not take trip
  - Ride with someone
  - Walk
  - Bicycle
  - Uber/Lyft/Taxi
  - Drive
  - Other (please specify \_\_\_\_\_)
11. What fare do you typically pay when you ride the bus?
- Mobile Fare Payment (Token Transit)
  - Full Fare (\$1.50)
  - Reduced Full Fare (\$0.75)
  - Full Fare 10-Ride Pass
  - Reduced Fare 10-Ride Pass
  - Unlimited Month Pass (\$21.00)
  - Other (please specify \_\_\_\_\_)
12. Which of the following service improvements would make SCAT better for you? (Select only 3)
- More frequent service (bus comes more often)
  - Bus stop improvements (shelters, benches, trash cans)
  - Bike rack \_\_\_\_\_ at bus stop \_\_\_\_\_ on bus
  - Fewer transfers
  - Earlier morning service
  - Later evening/night services
  - More weekend service, select one or both: Saturday \_\_\_ to Sunday \_\_\_
  - More of better sidewalks to/from bus stops
  - Express service from \_\_\_\_\_ to \_\_\_\_\_
  - A new route from \_\_\_\_\_ to \_\_\_\_\_
  - Other (please specify \_\_\_\_\_)

13. How satisfied are you with each of the following?

	Very Satisfied		Neutral		Very Unsatisfied
a. The frequency of the bus service	5	4	3	2	1
b. How long it takes to make this trip by bus	5	4	3	2	1
c. The number of times you have to change buses	5	4	3	2	1
d. The availability of shelters/benches at bus stops	5	4	3	2	1
e. The availability of bus schedule information	5	4	3	2	1
f. The availability of sidewalks at bus stops	5	4	3	2	1
g. Your safety on the bus and at bus stops	5	4	3	2	1
h. Your ability to get where you need to by bus	5	4	3	2	1
i. Your overall satisfaction with SCAT	5	4	3	2	1
j. Satisfaction with current fare prices	5	4	3	2	1

14. What is the most important reason you ride the bus? (Select all that apply)

- I prefer SCAT to other options
- I do not drive
- I do not have a car
- Car is not available all the time
- Saving to purchase a vehicle
- The bus fits my budget better
- The bus is safer or less stressful
- Other (please specify \_\_\_\_\_)

15. How often do you use Token Transit or 321 Transit smartphone applications?

- Daily
- Sometimes
- Never
- I have downloaded the applications but have not used them
- I am not aware of the applications

16. If the technology becomes available in the future, which of the following technology improvements would make SCAT easier for you to use? (Select only 3)

- Real-time schedule information on buses
- Real-time schedule information at terminals
- Real-time schedule information of buses
- Wireless internet on buses
- Smartphone trip planner
- Digital kiosks at transit stops
- Smartphone trip planner
- Other (please specify \_\_\_\_\_)

17. Do you own a cellular phone? (Select only 1)

- Yes, a smartphone with a data plan or WiFi
- Yes, but without a data plan or Wifi
- No

**Continue survey at Q18.**

### Non-Rider Questions

18. How familiar are you with SCAT services?

- I am familiar with SCAT services
- I am somewhat familiar with SCAT services
- I am not familiar with SCAT services

19. Which of the following best describes why you do not use SCAT services?

- I do not want to use public transportation
- It does not go *where* I need to travel
- It does not go *when* I need to travel
- Driving is more convenient/faster
- I do not know much/anything about it

20. If you were going to consider using SCAT services, please select the **TOP FIVE** service aspects that would influence your decision to try it. (Select only 5)

- Stops close to my house (within 2-3 blocks)
- Operates earlier in the morning
- Operates late in the evening, especially on Friday, Saturday, and Sunday nights
- Operates every 20-30 minutes or better for most of the day
- Does not require me to transfer/change buses to get where I am going
- Vehicles are clean and comfortable
- Stops close to where I want to go (within 2-3 blocks)
- Operates as a free service
- Uses all-electric buses
- Has Wi-Fi on the bus
- Provides clean, comfortable, and safe shelters at the bus stops
- Operates as mobility-on-demand service that provides door-to-door transportation
- Other (please specify \_\_\_\_\_)

**Continue survey at Q21.**

### Demographic/Closing Questions

21. What is your age?

- 18 or under
- 19 to 24
- 25 to 44
- 45 to 65
- 65 or over

22. Which of the following best describes your current employment status?

- Employed full-time (35 hours or more per week)
- Employed part-time (less than 35 hours per week)
- Not currently employed
- Retired
- High school student or younger
- College or post-graduate student
- Prefer not to answer

23. What was the range of your total household income for 2019 (pre-COVID)?

- Less than \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 or more
- Prefer not to respond

24. What is your race/ethnicity?

- White
- Black/African American
- Hispanic
- American Indian or Alaskan Native
- Asian
- Other (please specify \_\_\_\_\_)
- Prefer not to answer

25. Do you have a valid driver's license?

- Yes
- No

26. Do you regularly have access to a vehicle for most of your daily trips?

- Yes
- No

27. What is your **home** ZIP code? \_\_\_\_\_

28. What is your **employment** ZIP code (if employed)? \_\_\_\_\_

29. Do you have any other general comments?

---

**Thank you for taking our survey!**



## Encuesta de Tránsito

### Preguntas de Percepción/Opinión

La Organización de Planificación del Transporte de Space Coast (SCTPO), en cooperación con Space Coast Area Transit (SCAT), está realizando una encuesta de tránsito en línea para respaldar los planes de mejora del servicio de tránsito en el futuro.

Al realizar esta encuesta, USTED puede ayudarnos a comprender cómo usa y ve el tránsito actualmente, por qué eligió no usar el tránsito y qué se necesitaría para cambiar de opinión sobre el uso del tránsito. La encuesta tarda unos 10 minutos en completarse. ¡Gracias por sus comentarios y participación!

1. ¿Qué modos de viaje ha utilizado durante el último mes para desplazarse? Elija todas las que correspondan.

- Auto - conductor
- Auto - pasajero
- Autobús (Space Coast Area Transit)
- Transporte/paratransito para personas mayores
- Carpool/vanpool
- Caminar
- Bicicleta
- Taxi/Uber/Lyft/otro viaje compartido
- Otro (especifique)

2. En su opinión, ¿cuál es el beneficio más importante del sistema de tránsito? Elija solo una respuesta.

- Me proporciona el transporte necesario
- Proporciona acceso a trabajos, escuelas, compras y otros lugares
- Proporciona una opción más accesible que tener un automóvil
- Proporciona transporte para personas que no tienen acceso a un automóvil
- Ayuda a reducir los impactos en el medio ambiente
- Ayuda a impulsar el desarrollo económico al proporcionar transporte a trabajos, entretenimiento y otros servicios

3. ¿Cree que existe la necesidad de un servicio de tránsito adicional en el condado de Brevard?

Sí

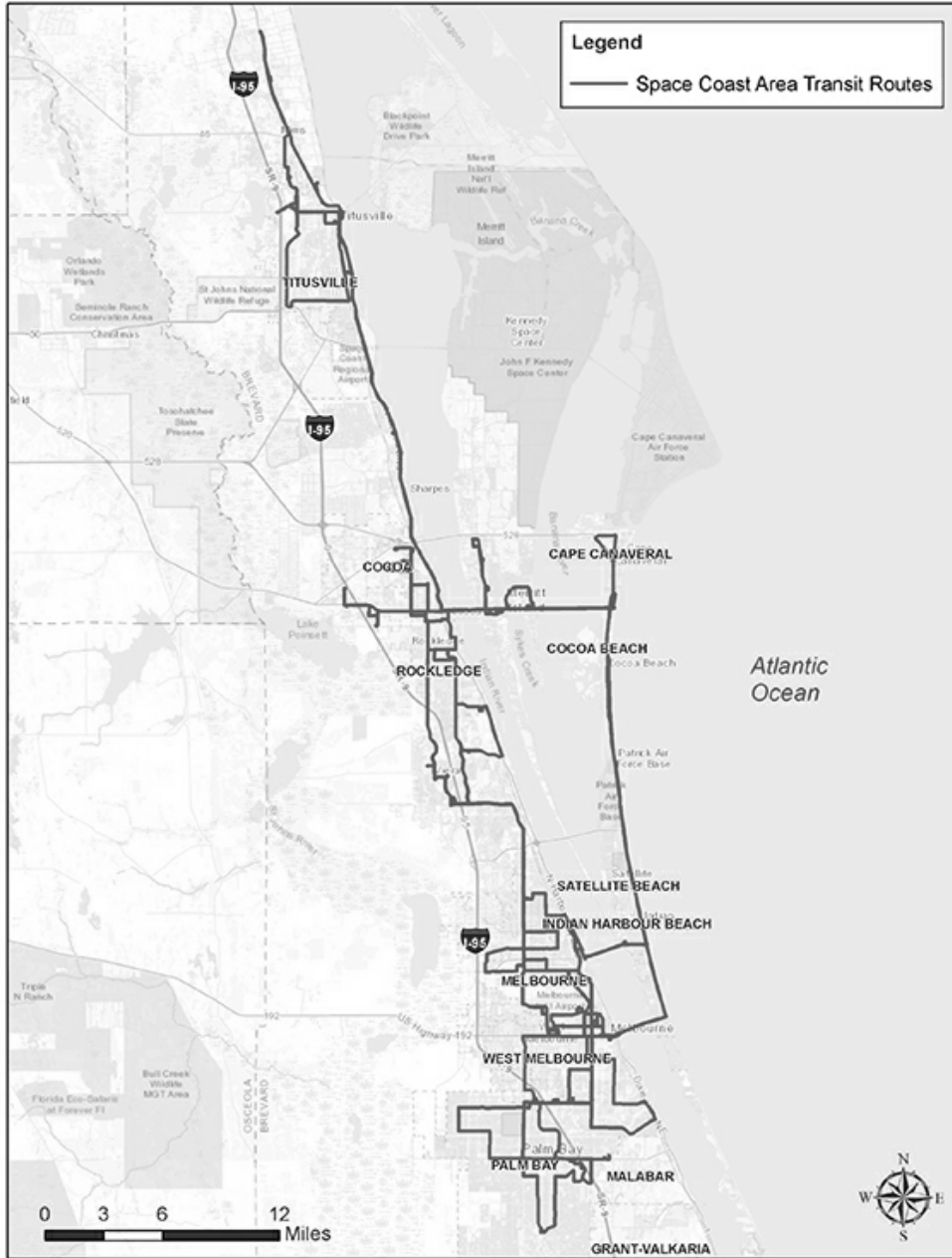
No





Encuesta de Tránsito

Preguntas de Percepción/Opinión



4. Usando el mapa de arriba, por favor díganos qué áreas en el condado de Brevard le gustaría que Space Coast Area Transit brinde servicio QUE NO ESTÁN ATENDIDAS ACTUALMENTE. Elija todas las que correspondan y/o enumere sus propias áreas.

Conexiones regionales al área de Orlando

Conexiones regionales al condado de Volusia

Conexiones regionales al condado de Indian River

No hay áreas que necesiten servicio

Enumere las áreas en el condado de Brevard donde le gustaría ver el servicio Space Coast Area Transit:



## Encuesta de Tránsito

### Preguntas de Percepción/Opinión

5. ¿Ha utilizado Space Coast Area Transit en los últimos doce meses?

- Sí
- No



Encuesta de Tránsito

Preguntas de Pasajeros

6. ¿Qué ruta(s) de autobús de Space Coast Area Transit utiliza con más frecuencia? Elija todas las que correspondan.

- Ruta 1 TITUSVILLE/VIERA
- Ruta 2 TITUSVILLE
- Ruta 3 MERRITT ISLAND
- Ruta 4 520 CONNECTOR
- Ruta 5 TITUSVILLE/MIMS
- Ruta 6 COCOA/ROCKLEDGE
- Ruta 7 ROCKLEDGE/VIERA
- Ruta 8 WEST COCOA
- Ruta 9 CAPE CANAVERAL/COCOA BEACH
- Ruta 10 CENTRAL TITUSVILLE
- Ruta 11 PORT ST JOHN
- Ruta 20 HERITAGE-WEST MELBOURNE
- Ruta 21 DOWNTOWN MELBOURNE
- Ruta 22 SOUTH PALM BAY
- Ruta 23 WEST PALM BAY
- Ruta 24 MELBOURNE/EAU GALLIE
- Ruta 25 MELBOURNE/PALM BAY
- Ruta 26 SOUTH BEACH
- Ruta 27 EAST PALM BAY
- Ruta 28 NORTH MELBOURNE
- Ruta 29 MELBOURNE/VIERA
- Ruta 30 SOUTH BEACH CONNECTOR
- Ruta 33 EAU GALLIE ARTS DISTRICT



## Encuesta de Tránsito

### Preguntas de Pasajeros

7. ¿Qué tipo(s) de viajes hace cuando viaja en autobús? (seleccione todas las que correspondan)

- |  |  |
|--|--|
| <input type="checkbox"/> Casa                              | <input type="checkbox"/> Recreación              |
| <input type="checkbox"/> Trabajo                           | <input type="checkbox"/> Compras                 |
| <input type="checkbox"/> Médico                            | <input type="checkbox"/> Mandados                |
| <input type="checkbox"/> Escuela (K-12)                    | <input type="checkbox"/> Social/Personal/Iglesia |
| <input type="checkbox"/> Escuela universitaria/tecnológica |  |
| <input type="checkbox"/> Otro (especifique)                |  |

8. Normalmente, ¿cómo **llega/se va** de la parada de autobús? Elija solo UNA respuesta.

- |  |   |
|--|---|
| <input type="radio"/> Camino             | <input type="radio"/> Maneje y me estacione |
| <input type="radio"/> En bicicleta       | <input type="radio"/> Me trajeron           |
| <input type="radio"/> Otro (especifique) |   |

9. Según su respuesta anterior, díganos cuántos minutos le toma llegar a/desde la parada de autobús:

10. ¿Con qué frecuencia viaja en autobús?

- |  |  |
|--|--|
| <input type="radio"/> Diario                 | <input type="radio"/> Una vez al mes o menos |
| <input type="radio"/> 2 a 3 veces por semana | <input type="radio"/> Primera vez            |
| <input type="radio"/> 4 a 5 veces por semana | <input type="radio"/> Nunca/Para nada        |
| <input type="radio"/> 6 a 7 veces por semana |  |

11. Si no fuera en autobús, ¿como haría este viaje? Elija solo UNA respuesta

- |   |                                      |
|---|--------------------------------------|
| <input type="radio"/> No haría el viaje   | <input type="radio"/> En bicicleta   |
| <input type="radio"/> Vendría con alguien | <input type="radio"/> Uber/Lyft/Taxi |
| <input type="radio"/> Caminando           | <input type="radio"/> Manejando      |
| <input type="radio"/> Otro (especifique)  |                                      |

12. ¿Qué tarifa paga normalmente cuando viaja en autobús?

- |  |   |
|--|---|
| <input type="checkbox"/> Pago de Tarifa Móvil (Tránsito de Fichas)       | <input type="checkbox"/> Pase de 10 Viajes con Tarifa Reducida (\$6.00) |
| <input type="checkbox"/> Tarifa Completa (\$1.50)                        | <input type="checkbox"/> Pase de 30 Días con Tarifa Reducida (\$21.00)  |
| <input type="checkbox"/> Tarifa Reducida (\$0.75)                        | <input type="checkbox"/> Pase de 30 Días (\$42.00)                      |
| <input type="checkbox"/> Pase de 10 Viajes con Tarifa Completa (\$12.00) |   |
| <input type="checkbox"/> Otro (especifique)                              |   |

\* 13. ¿Cuál de las siguientes mejoras de servicio haría que Space Coast Area Transit sea mejor para usted?

- |  |  |
|--|--|
| <input type="checkbox"/> Servicio mas frecuente (el autobús pasa con mas frecuencia)       | <input type="checkbox"/> Servicio prolongado en la tarde/noche   |
| <input type="checkbox"/> Mejoras en paradas de autobús (refugios, bancos, botes de basura) | <input type="checkbox"/> Más servicio de fin de semana, seleccione uno o ambos: sábado y/o domingo (díganos en el cuadro de comentarios) |
| <input type="checkbox"/> Portabicicletas en las paradas de autobús/en los autobuses        | <input type="checkbox"/> Mas aceras hacia/desde paradas de autobús   |
| <input type="checkbox"/> Menos traslados   | <input type="checkbox"/> Agregar una nueva ruta desde _____ hasta _____ (díganos en el cuadro de comentarios)                            |
| <input type="checkbox"/> Servicio mas temprano   | <input type="checkbox"/> Otro (cuéntenos más en el cuadro de comentarios)  |

Comentarios



14. ¿Que tan satisfecho esta con cada uno de los siguientes? (Elija una puntuación para cada elemento de la lista)

	5 - Muy Satisfecho	4	3 - Neutral	2	1 - Muy Insatisfecho
La frecuencia del servicio de autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuanto tiempo se tarda en hacer este viaje en autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La cantidad de veces que tienes que cambiar de autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La disponibilidad de refugios/bancos en las paradas de autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La disponibilidad de información sobre los horarios de autobuses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La disponibilidad de aceras en las paradas de autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Su seguridad en el autobús y en las paradas de autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La capacidad para llegar a donde necesitas en autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Su satisfacción con Space Coast Area Transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Su satisfacción con los precios actuales de las tarifas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. ¿Cual es la razón mas importante por la que viaja en autobús? (seleccione TODO lo que corresponda)

- Prefiero Space Coast Area Transit a otras opciones
- Yo no conduzco
- No tengo un automóvil
- El automóvil no esta disponible todo el tiempo
- Otro (especifique)
- Ahorrando para comprar un automóvil
- El autobús se ajusta mejor a mi presupuesto
- El autobús es mas seguro o menos estresante

16. ¿Tiene un teléfono celular? Elija solo UNA respuesta.

- Si, un smartphone con plan de datos o WiFi
- Si, pero sin plan de datos o WiFi
- No



## Encuesta de Tránsito

### Preguntas de Pasajeros

17. ¿Con que frecuencia utiliza las aplicaciones para teléfonos inteligentes Token Transit o 321Transit?

- Diario
- Algunas veces
- Nunca
- He descargado las aplicaciones pero no las he usado
- No estoy al tanto de las aplicaciones

\* 18. Si la tecnología está disponible en el futuro, ¿cuál de las siguientes mejoras tecnológicas facilitaría el uso de Space Coast Area Transit? (Elija tres opciones).

- Informacion de horarios en tiempo real en los autobuses
- Internet inalámbrico en los autobuses
- Informacion de horarios en tiempo real en las terminales
- Quioscos digitales en las paradas de transito
- Otro (especifique)



## Encuesta de Tránsito

### Preguntas de No Pasajeros

19. ¿Qué tan familiarizado está con los servicios de Space Coast Area Transit?

- Estoy familiarizado con los servicios de Space Coast Area Transit
- Estoy algo familiarizado con los servicios de Space Coast Area Transit
- No estoy familiarizado con los servicios de Space Coast Area Transit

20. ¿Cuál de las siguientes opciones describe mejor por qué no utiliza los servicios de Space Coast Area Transit?

- No quiero usar el transporte publico
- No va a donde necesito viajar
- No va cuando necesito viajar
- Conducir es más conveniente/más rápido
- No se mucho/nada al respecto

\* 21. Si iba a considerar el uso de los servicios de Space Coast Area Transit, seleccione los CINCO aspectos del servicio PRINCIPALES que influirían en su decisión de probarlo. (Seleccione solo 5)

- Se detiene cerca de mi casa (dentro de 2-3 cuadras)
- Opera temprano en la mañana
- Opera hasta tarde en la noche, especialmente los viernes, sábados y domingos por la noche
- Opera cada 20-30 minutos o mejor durante la mayor parte del día
- No me obliga a hacer transbordo/cambiar de autobús para llegar a donde voy
- Los vehículos son limpios y cómodos
- Se detiene cerca de donde quiero ir (dentro de 2-3 cuadras)
- Funciona como un servicio gratuito
- Utiliza autobuses totalmente eléctricos
- Tiene wifi en el bus
- Proporciona refugios limpios, cómodos y seguros en las paradas de autobús
- Funciona como un servicio de movilidad a pedido que proporciona transporte puerta a puerta
- Otro (especifique)



## Encuesta de Tránsito

### Preguntas Demográficas/De Cierre

22. ¿Cuál es tu edad?

- |                                  |   |
|----------------------------------|---|
| <input type="radio"/> 18 o menor | <input type="radio"/> 45 a 65               |
| <input type="radio"/> 19 a 24    | <input type="radio"/> Mayor de 65           |
| <input type="radio"/> 25 a 44    | <input type="radio"/> Prefiero no responder |

23. ¿Cuál de las siguientes opciones describe mejor su situación laboral actual?

- Empleado a tiempo completo (35 horas o más por semana)
- Empleado a tiempo parcial (menos de 35 horas por semana)
- No empleado actualmente
- Retirado
- Estudiante de secundaria o menor
- Estudiante universitario o de posgrado
- Prefiero no responder

24. ¿Cuál fue el rango de los ingresos totales de su hogar? Elija solo UNA respuesta.

- |   |   |
|---|---|
| <input type="radio"/> Menos de \$10,000   | <input type="radio"/> \$40,000 a \$49,999   |
| <input type="radio"/> \$10,001 a \$19,999 | <input type="radio"/> \$50,000 o mas        |
| <input type="radio"/> \$20,000 a \$29,999 | <input type="radio"/> Prefiero no responder |
| <input type="radio"/> \$30,000 a \$39,999 |   |

25. ¿Cual es su raza o herencia étnica?

- Blanco
- Negro/Afroamericano
- Hispano
- Nativo Americano o Nativo de Alaska
- Asiático
- Prefiero no responder
- Otro (especifique)

26. ¿Tiene una licencia de conducir válida?

- Sí
- No

27. ¿Tiene acceso a un vehículo con regularidad para la mayoría de sus viajes diarios?

- Sí
- No

28. ¿Cuál es el código postal de su **casa**?

29. ¿Cuál es su código postal de **empleo**?

30. ¿Tiene algún otro comentario general?

¡Gracias por completar esta encuesta!

## APPENDIX C – ONLINE SUVEY OPEN-ENDED COMMENTS

Comments
Need Sunday service.
Need Sunday service and later hours on the weekend.
Sunday service from 7 AM to 6:30 PM.
I am satisfied with the service, just wish there could be services on Sunday.
Earlier and later hours on Sundays for church.
A Sunday bus. Lyft gets expensive.
I'd be happier if all the buses ran earlier and stopped at later times. And if they ran on Sundays at a later time.
Earlier and later hours on Sundays for church.
Need bus service on Sundays and later evenings.
Sunday service for restaurant workers.
All routes should run Sunday.
Must start Sunday Routes and please run much later into the night. Space Coast Area Transit does have MUCH BETTER Bus Drivers!
More Route 1 on Sunday and throughout week, make app easier to use, drivers are really nice.
Later Sunday Service.
More Sunday routes available.
Safe place when it rains. Later night service and Sunday schedules/buses.
need a bus on Sundays on Merritt Island.
More Saturday services.
Late night Saturday service.
I would like more frequent services and more buses on the weekends!
Weekend services would help my work schedule out a lot.
Weekend schedules need to match weekday schedules.
Service is great but noon breaks impact my work schedule on the weekends.
Later service on Saturday and Sunday
The breaks on the weekends impact a lot of the riders who use transit.
Weekends need to run later
More weekend service.
Need more frequent buses. I like Routes 21 and 25. Need longer hours on Saturdays and Sundays.
Extra hours for the routes. Run on weekends. More comfy seats. Go to outlying counties. More space to put storage on buses.
Surfboard racks on Cocoa beach bus, better weekend service, Sunday service especially.
Help out on certain trips to make it to the beaches.
There needs to be better safety and compliance enforcement. Half of the passengers and bus drivers are violating mask rules. Calling the schedules properly under either skipping stops or causing massive delays and thus miss transfers.
More schedule information.
Leave the route number up at all times.
Better frequency and timing.



Comments
Keep low fares with improvements.
Lower fare rides or free.
Buses run too early sometimes, and I miss the bus.
Free for parents transporting children to/from school.
Emphasized importance of busses meeting connections.
Veteran rider, really emphasized the need for sun shade and the busses waiting for connecting busses, especially the Route 9 bus waiting for the Route 4 bus.
Need flyers portraying information.
Be on-time in the afternoon.
Make the routes shorter.
For the bus in Fay Blvd area, there should be more business stops and the bus stop signs shouldn't be so far apart. Also, we need more seats when waiting for the bus.
We need more shelters at bus stops, especially for inclement weather. Closer bus stops to my location- the closet one is 2 blocks away.
More mask enforcement.
The bus times on the app do not match the schedule at the stop. The Route 6 bus is sometimes 31 minutes off schedule.
Cannot always track the bus real time on the app. ETA's are sometimes off by almost an hour on the app.
Make sure you have audio recording on the bus, and it review it. The new app is difficult to use.
Buses run too early sometimes, and I miss the bus.
More on demand beach options for tourists that don't live in Brevard.
More benches and shelters.
Please don't come more than 5 minutes early.
Please get better seats they hurt my back.
Plastic covid shields.
If Route 9 could wait for bus 4b to connect, that would be great. Sometimes 4b is at the intersection light and bus 9 will leave.
Less loop routes.
More mobility options.
The fares should still be free during the pandemic.
Have more transfer locations on every route.
Bus drivers should drive safer.
More well-lit bus terminal stops.
If the bus is running early to its stops, it should slow down to be more accurate to the times posted for those stops.
More mobility options.
Give bike riders enough time to position bikes on rack or allow to bring onboard when it's raining or difficult to load.
Route #8 bus has steep steps not good for elderly or disabled, lift is in back of bus and driver has to exit vehicle to operate
Bus holidays need advance notice on all busses.
Routes 1 and 2 seem like they don't stop regularly in front of Ron Norris in Titusville.

Comments
There needs more regional connectivity outside the county.
I am a medical worker, and it takes too long to get to work in our county. We need more mobility options.
Are there other mobility options?
As a student, it would be nice to have Wi-Fi.
Wi-Fi on buses would be an excellent improvement
Route 29 bus is packed.
Too many transfers.
Service on the beach is great, but if I miss the lunch trip, I must wait for a long period of time.
Service is great but fewer transfers would be nice.
Service is great but waiting times are long.
Route 29 is a very long route and is often very busy.
Route 29 is too busy and take too long.
Add a TV on the bus.
Face masks are not being worn on the bus.
Need bus to run longer.
Better seats.
Buses break down too often.
Bathrooms available.
More partnerships with schools are needed in Melbourne.
Need more shelters for the people riding the buses.
Cupholders would be nice. The drivers are all exceptional and help whenever is needed.
Charging stations.
Poor on-time performance.
Call out stops.
Waiting times are a little too long.
Less transfers.
Cleaner buses.
Cleaner bus stops, empty trash more often.
It is recommended to hire a maintenance staff to clean the transfer center.
Clean up transit station. Get a maintenance guy.
More sanitary.
Benches at every stop.
More well-lit bus terminal stops
More benches.
More lighting.
More lighting at stops.
Lighting at stops.
More shelters to block rain.
Better bus stop areas especially when it rains.
Better bus stop shelters.
Definitely more sheltered to get out of the rain.

Comments
More covered bus stops due to rain.
Additional bus stops.
Need more shelters for the people riding the buses.
Longer service hours and run 7 days a week.
More service on the beaches.
It would be nice to have an express bus from major cities like Orlando for people who are visiting.
Later bus times in the evenings
More availability for Route 5 after 6 PM.
Another route like 27 would be good in the other direction.
I wish that there would be a night schedule 10:00 PM bus on Lake Washington.
Later service.
There needs more regional connectivity outside the county.
Great service for tourists. It would be nice to have an on-demand type route.
Run later and earlier, and more accessibility
Need bus to run longer.
Later times (midnight). And a route to go by or down Ellis Road.
Add more routes on Route 30.
Good drivers. Excellent ride.
Service is good.
The drivers are always nice.
Bus drivers are polite and helpful.
I love the bus drivers.
Bus drivers are great.
Bus is great.
You have Great Bus Drivers!
Drivers are great, friendly service.
Overall satisfied, good drivers.
Everyone doing a great job, friendly drivers.
Service is great, drivers are great, love the service!
Service and drivers are fantastic!
Most bus drivers are friendly, it is too cold on buses when it rains.
Good drivers. Excellent ride.
Bus driver (22/23) is very personable. He is like a tour guide in letting you know about the upcoming stop.
Service is adequate, I am satisfied.
No complaints for now, thanks.
Service has been good since 2006.
I do not ride this much, but overall it is a great service when your vehicle is not working.
Beach service is great!
Bus is great.
I am generally happy with the service
Keep up the great work!

Comments
Pretty happy with the service.
Service is great, drivers are great, love the service.
I like the way Space Coast Area Transit treats disabled veterans.
Need the bus for a job, greatly appreciate the service
I am traveling from out of state but the service is great. It would be nice for an Uber type service for tourists on the beach.
Great service, mostly if not always on time. Rider makes all his money using bus, has no constructive criticism to contribute
Service has been improving.
Very reliable busses
Great service.
Bus service is great.
Service is great.
Great service.
Absolutely love the transit system. They are wonderful and on point with everything.
Satisfied with service.
I work in the Cape and it takes me 4.5 hours to get to work. It would be nice to have a bus to get from city to city quickly.
I cannot attend churches of choice in Satellite Beach on Friday nights or Sundays. Another church that is acceptable to visit is Holy Name, but I had to leave mass early on Saturday for the last bus back to Melbourne. Now you have removed that stop altogether and I do not attend church anywhere now.
Friendlier drivers. Buses are needed on US-7 between University and Malabar Road, US to Walmart on Malabar Road. Extend hours to 9 PM.
Moved down from NYC a couple years ago. The big difference down here is that the buses stop too early. Your Bus Drivers are far nicer though!

## APPENDIX D – AREAS THAT NEED TRANSIT

Please list areas in Brevard County you would like to see Space Coast Area Transit service.
Grant-Valkaria area
Turkey Creek /Palm Bay Library and Riverview Park in Melbourne, as well as Southwest Palm Bay.
North Merritt Island
Merritt Island
Areas in Southern Brevard
Southern part of Brevard County, south of Melbourne,
Viera
Extend routes within Cocoa, Rockledge, and Titusville
There needs to be fast and direct service the entire length of 192 from Kissimmee to the Beach Boardwalk in Indialantic. Other areas such as St. Cloud, Harmony, Holopaw, Heritage Parkway, I95 area, Wickham Rd, Melbourne Square Mall, Downtown Melbourne, etc.
Micco, Barefoot Bay to Melbourne, and Vero
Service all the way on Wickham to the end west of I-95
Service to the Orlando Airport
Suntree Viera area
Palm Bay and San Fillipo
North Merritt Island, north of the Barge Canal
Grant-Valkaria and more of Malabar
More service on Cocoa Beach
Barefoot Bay
Southeast Palm Bay to Sunrise Elementary School on Babcock
The Cove area of Port Canaveral
More service in Titusville
Sheridan/Timberlake, Space Coast Field of Dreams, W Melbourne library
MCO and cruise ship docks in Port Canaveral
Better service between beaches and mainland. Melbourne Causeway, Eau Gallie Causeway are very backed up at rush hour.
Micco and Barefoot Bay.
More north-south roads, countywide connecting east-west roads.
Seems like there could be more service to and from Palm Bay, since it is a very large suburb.
Babcock Road and US1
Range Rd
Citrus and Pine in Canaveral Groves; a link to the visitor's center from PSJ, CG, MI and Titusville
Palm Shores to Viera and Palm Shores to Melbourne
Indialantic
Connections to the Space Center
Trolley service throughout Viera similar to beachside.
West Cocoa, Northwest Cocoa, Port St. John, Titusville (Rock Pit Rd. Area), West Melbourne
Extend the Cocoa Loop bus further west, past Cocoa Commons on SR 524.
Malabar and Grant-Valkaria
192 West
528 Express Service Orlando Airport to Port Canaveral, with stop at US 1; Courtenay, and Banana River Drive. Express Service on Route 1. Express Service from 520 Cocoa Beach to Cocoa. Express Service, Courtenay Pkwy to Kennedy Space Center.
More service close to the Compound
Wickham Rd west Melbourne area

Please list areas in Brevard County you would like to see Space Coast Area Transit service.
Southern Palm Bay
Connect Titusville to Orlando and Sanford airports. Bus system from Titusville to Kennedy Space Center.
Along the Pineda Causeway and Pineda Blvd corridor; connect the aerospace employers in south Brevard County.
Micco
Additional Palm Bay route.
In Micco and Little Hollywood, connect to Indian River County
South Cocoa Beach, to 20th St
SE Palm Bay and SW Palm Bay
Port St John, Fay Blvd, and Curtis Blvd. there needs to be more inter City or community service
Palm Bay Degroot
I-95 exit hopper, then have connect to easy west connectors
Cocoa Beach at the Tom Warner Senior Center
Vipers near Bridgewater
Palm Bay
Satellite Beach and Indian Harbour Beach
More service to South beaches
Sam's and new Costco
BRT along US1 – I would stop driving if there was BRT
Merritt Island residential areas
More access to Viera with public transit
More Melbourne routes
Satellite beach
Brightline rail stop in Melbourne
Singleton from Mims to Titusville
More access to downtown Melbourne
Southeast Palm Bay
Kennedy Space Center and parts of Merritt Island
Brightline stop in a centrally located area in Brevard, Melbourne would be preferred. Local service as well as connections to Orlando and Miami.
Micco
EEL Program nature Sanctuaries
If I needed to travel to Orlando, Amway center area, Daytona Beach area
Local trolley service around Viera-Suntree
Renninger Flea Market
Route 22 needs to have a 7 am bus schedule like the rest of Palm Bay buses; areas that could be served: South Babcock, San Filippo, and Degroot area.
More north/south A1A buses
Suntree/Viera to Patrick AFB, A line along Hwy 1
Bus from Cape Canaveral to Orlando airport, and more bus stops in Cape Canaveral to assist with grocery shopping/church attendance
Pinecrest Academy Space Coast
Hwy 46 and Holder Rd, Hwy 46 and Carpenter Rd
Rockledge, Sharps, Port St John, Canaveral Groves
528 to North Courtenay
More of major roads in south Brevard. Some of areas of major roads are not accessible by bus
More Palm Bay
Palm Bay- Babcock St.

**Please list areas in Brevard County you would like to see Space Coast Area Transit service.**

North of Pineda Causeway and Viera area
I have been told there are no services north of Pineda Causeway. I have doctor appointments in that area and need services in that area.
Orlando Airport
SW Brevard, including Malabar
I would like to see the buses running in both directions along the current routes.
Direct line between 528 area of Merritt Island and Cape Canaveral
524 West to Friday Rd stop or at least out to the Flying J
North of barge canal on Courtney to the Space Center. Reduce traffic on north Merritt Island
Palm Bay area. There is service in that area but the curb to curb fills up too quick
Melbourne Beach
South of Palm Bay, the Barefoot Bay area
Need a bus stop at Sherwood going west to Wickham Road
I would like to see better service on Route 9
I think there's a big gap between Cocoa proper and Titusville. There is limited service in Port St John, such as Grissom Pkwy.
Southern Brevard down to the Indian River line especially Barefoot Bay
I live in Port St. John. There should also be access through the center of Port St John. It is a long walk to the to catch a bus.
I-95 direct routes north to south CCSFS/KSC gates in Port Canaveral, North Merritt Island, and North Gates off of NASA Causeway and SR 406. Other areas are Max Brewer Bridge road where they could meet a government connector van to get people to their jobs on CCSFS and KSC. They could utilize KSC tour buses in the morning and afternoon to help with the connections before the tours start.
Viera
Rail service in Melbourne; there is a regional airport there that should be supported by rail service
Port Saint John (Fay Blvd area)
Malabar south along Babcock or Highway 1
Merritt Island Neighborhoods, such as North Merritt Island
Provide public transportation from at least one location in Brevard County to MCO & SFB
Micco-Barefoot Bay
Port St John area and Wickham corridor in Melbourne
North Merritt Island (north of A-1-A/528), North Banana River Drive to Kelly Park on Merritt Island
Improved service on the barrier island, added service in southern and western Brevard
Indialantic to airport
Rail stations in Brevard
I would like to see a bus that runs the whole length of Malabar Road, Palm Bay.
Cocoa and Port St. John
Direct, fast, and lots of options service to Orlando Intl and Sanford Intl airports.
SW Palm Bay along De Groot to San Fillipo
SW Palm Bay/ De Groot/ San Fillipo
I would like at least one stop in Brevard County added to the Brightline rail service
More direct routes to and from the Melbourne Airport
It would be great to have the train go from Orlando to Cape Canaveral.
Malabar, Grant Valkaria, Micco, Barefoot Bay
Maybe a shuttle from the Melbourne airport to the Orlando airport that runs more frequently.
Kennedy Space Center and Cape Canaveral SFS
Cocoa Village to Orlando Airport
Melbourne Beach to local mall

Please list areas in Brevard County you would like to see Space Coast Area Transit service.
Viera area throughout Brevard
North County
Viera
Titusville, more regular bus service in inner city, instead of loops around populated communities or areas
From Merritt Island to Orlando Int'l Airport
All parts of Viera; Pineda Corridor/Causeway area; Palm Shores
More availability in Brevard County
Grant-Valkaria
Palm Bay
Additional service to the airport
Barefoot Bay to Vero Beach, Barefoot Bay to Melbourne
South Brevard Beaches to Melbourne Airport/downtown
Airport service shuttle
Melbourne
I'd like to see a loop that runs from Indialantic up 192 (through downtown) to Wickham to Eau Gallie to Indian Harbour down A1A back to Indialantic.
Palm Bay
Persons with disabilities should be able to board in north end and go to central, or south, without having to change buses, especially if it is for work/school.
Melbourne Beach
A faster route that goes down I-95 with connectors into towns
Transit options to UCF Orlando
Micco, Barefoot Bay to Melbourne
Extend Route 3 to travel to Courtenay Springs area
Rapid bus service along I-95 with east-west local service connections at the exits
Extend bus stops to Mims and Scottsmoor to provide low-income students and young adults transportation to jobs and services.
All of Micco, including the Barefoot Bay Area which has over 6,000 residents, also including Snug Harbor Lakes and Village; lots of seniors could use this service.
Westbound 192 so you don't have to go all the way to Palm Bay, John Rhodes
Micco and Barefoot Bay
South Palm Bay
Malabar and Grant and more routes that connect the north to the south
West New Haven Ave and John Rhodes Blvd area
Barefoot Bay needs bus service
Viera outside the Avenues, as well as the I-95 corridor between Cocoa and Titusville
Merritt Island to Melbourne
West Cocoa
To Kennedy Space Center Visitor Complex area
Merritt Island north of SR-528, Merritt Island south of SR-520
In the neighborhoods between Wickham and I-95, and US-1 and US-95
Out to Kennedy Space Center
More buses on cures routes and more coverage on Route 1 south of Cocoa
Port Canaveral terminals, Merritt Island as well
Additional routes throughout Palm Bay and Melbourne, so that it doesn't take 2-hours to get from Palm Bay to Viera.
South county—Grant-Valkaria, Barefoot Bay, Micco, and South Beachside (Floridana Beach, Melbourne Shores, etc.)



<b>Please list areas in Brevard County you would like to see Space Coast Area Transit service.</b>
Stops in Viera west near the neighborhoods
Viera West, ideally along Stadium Blvd south to Pineda Blvd
Viera
Any bus stop in Brevard where the wait time is over an hour; there are also areas in the south without service.
A1A to Sebastian Inlet and US 1 to Sebastian River
Bus service needs to run most to south on Babcock St. It needs to run farther southbound in Babcock. Should run to at least Wichataw.
Cape Canaveral, VA Clinic Viera, Melbourne Airport
Additional routes to the airport
To and from Orlando
Getting from the south and north ends of the County to Viera to conduct government business is very difficult, although I know Space Coast Area Transit does the best with the resources it has.
West Cocoa Merritt Island and Rockledge
Services out to Sebastian River
Please restore "Canaveral Loop;" Route 9 to include more of Ridgewood Ave. We used Space Coast Area Transit much more often when Route 9 included the Ridgewood / Washington stop.
Barefoot Bay, Snug Harbor to Sebastian and Melbourne
SE Palm Bay
Easier connections from beachside to Viera
Heritage Isle development in Viera
Additional service in Barefoot Bay
More service around Viera and Suntree
South Palm Bay
Grant Valkaria south to Indian River County line including or terminating at steward hospital where Indian River transit stops. Would be most helpful to go through Barefoot Bay.
Grissom Road corridor in Port St. John
South Merritt Island to Pineda and more east and west connections
Friday Road N, Cox Rd, James Rd Cocoa
Southern Brevard. There is no public transportation south of Malabar Road, such as Barefoot Bay area.
Wickham Road Area and below West New Haven Ave, as well as Highland Ave out to Eau Gallie Blvd near the causeway.
Westwood
Rural areas, SW Palm Bay in particular – need more options and more frequent buses.

**General Service Expansion Comments**

Routes from densely populated areas to major employment centers.

All the areas that only have a bare outline of service now. Ideally it would mean that anywhere in the county would be within walking distance (15-minutes) of a bus stop with service every 15 minutes. Then buses will be a true option to driving.

Cocoa needs more transit options because 13% of the households do not have vehicles.

Transit, as in safe cycling corridors, connecting neighborhoods to places people need to go. School, shopping, work, etc.

Special holiday bus. Similar to a party bus but decorated inside with holiday lights and decorations. The bus would take riders to local holiday hot spots such as the community holiday lights off of Nesbit in NW Palm Bay.

More access within county.

Routes seem to be sparse West of I-95.

**Additional buses on current routes.**

We need a major network with a lot of inner city routes and stops, running at least 12 hours a day to get people to use them, going to major places like grocery stores, malls, shopping centers, schools, medical centers, City Hall, the post office, popular restaurants, etc. There needs to be enough buses that a person could hop on every half hour or so, and have it be affordable. Stops need to be spaced out so that a person could walk or bike to a place that is in-between stops. Buses should run on an environmentally friendly form of gas or electric.

There needs to be better access to beaches. Presently, where I live is about 20 minutes to the beach in a car, but it takes a full hour and a half using Space Coast Area Transit. That needs to improve. We need more routes, and the buses should run much later, until at least 1 AM and include Sunday service for all routes.

Higher density of service in currently served areas, covering more streets, more often.

Direct drop offs in front of the schools.

Better hospital service (both sides of road) by all shopping centers.

It would be nice if there were more evening options to get to restaurants/bars between both ends of the county.

Need to be able to get from one end of the county to the other end.

Brevard County has gotten bigger, so there is a need for more buses.

Service areas seem fine; frequency of service has been a complaint.

## APPENDIX E – OPEN ENDED COMMENTS

General Comments
I don't have a need personally, but I believe available, affordable, timely public transportation is very important for those who do have a need.
With the growth of the Space Center there needs to be a transit system specific to the Space Center to transport employees to and from the Space Center. Light Rail, Buses, Hover Craft, etc.
I am in the Space Coast regularly for business and am helping real estate developers find desirable places for housing, thus convenient transit is an important attribute for investment
To question #7. I don't use transit because I don't have access to it because there is no service in southeast Palm Bay area.
There needs to be more comprehensive bus systems and routes so that people like me with cars are able to use them and get rid of the congestion we are seeing.
I am happy I got on this mailing list somehow. I think public transit is a necessity now and in the future. It removes yet another division between rich and poor and helps to equalize society and opportunity.
Make maps available that show stops, and streets close up.
Need more frequent service.
More, wider and better protected bicycle paths.
Cleaner buses.
I volunteer in a church food pantry in Port St John and have many clients asking or complaining about transportation or lack of money to take one.
It would be an economic boom if there was more public transportation readily available and affordable, especially for people that do not have a vehicle. I from NYC, so public transportation was vital. It seems as if it is becoming more vital in Brevard County.
Southern Brevard is really underserved area.
Need more liaison/support with businesses and local governments.
Public transportation ought to financially support itself.
Make the area more pedestrian friendly and bicycle friendly.
While I do not use public transit, I totally believe it is vital to many citizens and should be supported by all.
It would be really nice to feel safe while riding my bike for exercise and shopping. Separate bike paths, apart from the roads, would be ideal.
Provide more public info about services - stops, routes, times, reliability of services, and vehicle conditions (cleanliness and safety).
Please work with the city to add a meaningful sidewalk to bus stop at Emerson and Glencove in NW Palm Bay. I understand it technically meets ADA requirements as it leads into Emerson, however, it would be more beneficial and safer to have a sidewalk leading to Glencove, especially now that a new traffic light has been installed.
While I have a car, I only have one that my husband and I share. I would love to see transit more accessible for times when I don't have to the car but would like to take my daughters out shopping or to go to a park. If transit could take me to and from work every day, I may consider that. So, my husband could have the car while I'm at work.
A 30 minute between buses and some route additions would help.
Would bicycle more but don't feel safe.
It would be super nice if all the buses were wheelchair accessible.
Brevard County needs more public transportation- all forms, including safe bike paths.
Would like to see bike lanes and improved sidewalks in Suntree especially along Interlachen.
Most bus stops have no shelter, no benches, no garbage cans and a lot of trash.
More reliable, more stops/locations. More frequent schedules. Larger service area. Ability to travel to multiple counties and the beaches.

### General Comments

Space Coast Area Transit needs to work with agencies that serve low-income clients and provide bus routes where affordable housing developments are established and proposed to be built.
Appreciate the opportunity to have input.
The buses look great, your personnel are very friendly and helpful. Your challenge of service frequency and need for direct routes, is a challenging one. Could Space Coast Area Transit create its own Uber Type System internally, with Vans, working a circuit?
The ability to map out how to get from one point to another before I get on bus.
My mother-in-law needs door to door service - I need to know how to get her service.
There should be benches and sun/rain shelters at every stop.
Please work with the cities of IHB, Melbourne and Satellite Beach to add more bus shelters. Cocoa Beach and Cape Canaveral have stepped up on this. The rest need to catch up.
The few times I have used then bus system every bus was very late. It took over an hour to get from Cape Canaveral to Merritt Island due to this. If I can't use the schedule to plan when I will get somewhere on time, I can't use the bus system.
I can ride my bike faster to my destination than the bus system can provide. The stop shelters do not protect from rain and are always littered with trash. There needs to be more shelters. The bus drivers need to be more conscience of vulnerable users and move over to another lane when passing a bike rider.
We desperately need transportation.
More bus shelters with shade and seating. A solar light at stop, so bus drivers can see you in the darker evening months. A solar timetable, solar live time letting you know when the bus will reach your stop.
More bus stop shelters and sidewalks to them please.
Please make pull off shoulders on 2-way streets to keep the flow of traffic .
I looked up the schedule once to ride Space Coast Area Transit. If I caught the first bus (west Melbourne) it would take me hours to get to work and I would be late. Then the bus did not run after work to get me home. The bus schedule is so infrequent and lacking.
Would like to see more access to transportation in the SE and SW section of Palm Bay. As Palm Bay continues to grow we need to have access to public transit.
It can take all day to get to a doctor appointment or grocery shop. The ride to a grocery store from my home is about 30 minutes, but the ride back home is over an hour.
Please consider giving free service to the severely disabled, people living only on SSI need drastic help.
Fix the buses always running late.
It would be nice to have a bus that goes to the airports.
As more people move into Palm Bay, a better bus service is needed.
Shelters and an I-95 express/circulator route that connected to routes off the exits could potentially boost ridership as some travel times may be reduced.
As us people moving into Palm Bay for employment, we need more bus service.
Thank you.
Great job.
I love the bus, I used to ride the bus all the time before moving here. Space Coast Area Transit, SCTPO and cities need to start implementing TOD. Seriously, TOD does not have to exist around trains--be innovative, create a bus hub. Start with cocoa village or somewhere central. The bus is way too inconvenient for someone with a car to choose not to drive.
More public transportation in the future would be great. Need public transportation from Titusville to Orlando? I am looking forward to Train from Orlando to the Space Center.
Safety is important, as is hygiene.
Brevard bicycling infrastructure, especially in the Melbourne area is either, non-existent, or poorly integrated (bike lanes to nowhere, etc.). If safe bicycle infrastructure can be improved in and out of Melbourne (Downtown) then there would be increased potential for economic opportunity and growth.
Good service.

General Comments
Space Coast Area Transit does a lot with not a lot of funds. Thank you.
The system will become very important when I can't drive.
Look at streamlining the routes and offering more frequent service on some routes, especially along Route 1. Electric buses.
I do not use transit, but I understand how vital it is to my community.
Bike friendly roads and paths are most important to me.
I see, understand, and support the need for Space Coast Area Transit although it is not a service I plan to use.
More buses, more drivers, and more actual bus stops, not just a sign in the dirt, would be a good start down the long road of making this service actually usable.
Mostly, I use transit to pick up & drop off cars for repair, and it's almost impossible to do so outside of working hours due to limited 'off hours routing'. Also, it's almost impossible to actually get home from work for the same reason. I do want electric buses as well.
Please have a centrally located train stop in Melbourne, Eau Gallie, or even in Palm Bay close to US1 and the train tracks.
We need transportation dearly.
I'd like to see the Route 10 bus, and others, if possible, run early Sunday morning until mid to late afternoons.
This would be a huge culture shift but could be implemented with incentives in the beginning, and a lot of marketing.
Route 22 needs to run earlier, and there needs to be bus services on Sundays.
Greatly appreciate the bus being there for those that absolutely need it. If more were available, I would consider using them.
I am a full-time caregiver for my mom and her mobility issues have made it to where we need a vehicle. When I have the ability to travel on my own, I will likely do so as often as possible by bike and bus. Thank you for working to increase this essential service for our community!
Please consider transportation for students, lower income persons, and tourists.
Stop adding more bike paths. Need to do traffic enforcement on electric bikes. Start ticketing electric bikes and cars parking on street and illegal parking at beach entrances.
Please build restrooms.
The bus system in Brevard County definitely needs improvements, I just hope it happens.
The public transit system in Brevard is terrible. It needs to be improved to help uplift the lowest classes within the county. Please expand the services and make bus stops possible to wait at in Florida summers and during inclement weather.
Yes, please make the buses cleaner and have the drivers make others wear a mask.
Considering the fact that they are building thousands of new homes near our community it would be very convenient to have public transportation due to the unfortunate traffic situation here in Palm Bay.
More shade at bus stop on Route 8.
Kudos for continuing to build out transit infrastructure and simplifying the ability to utilize Space Coast Area Transit with the new app. Please keep pushing to get a Brightline rail stop in Brevard County, preferably at the Cocoa slow-down area near 528, 524, and US-1. That stop would guarantee a huge increase in Space Coast Area Transit users to and from the terminal.
Paratransit needs help, it has a 3-4 week waiting list. That's too long in my opinion.
Increased frequency of routes would be my top priority change to the transit system.
I would like to see more enclosed, lighted bus-stops, as well as an app which shows where buses are in real-time.
Brevard is growing, needs to innovate. Trains and Jitneys to high destination areas (Airport, Courthouse, Space Center, PAFB, etc.), to increase ridership of people that will not take a bus. It should not be free. We need a Space Coast Train for the future.

### General Comments

Having lived in large cities with fantastic public transportation, Brevard is just way behind. I generally think of it as inconvenient with uncomfortable/unsheltered stops. Though I'm thankful it exists for those who don't have better options.

I wish all routes ran to at least 10PM, and even maybe started at 5AM. I hear all the time on buses how people are getting in trouble from work because they have to leave early so they can catch the last bus or they are stranded. There is a way you could run these routes 24 hours a day, people would love it. Always knowing that they had a way to get to where they need to go, and their county is there for them. I'm from an area where they didn't have public transportation like this, I absolutely love it. I use it almost every day. I just wish some of the routes would go a little farther on the ends, such as the six. Route 6 needs to go out to the Flying J or Friday Road.

I support public transit, but it needs to be convenient for me to use it.

There needs to be benches, trashcans at least at every stop, not just for the tourists Shelter is also a need, especially with the sun and rain. More frequent stops, less wait time between buses.

Frankly, because I am a senior citizen, unless buses stopped much closer to my home and where I wanted to go, I would not use public transportation.

Make bike lanes and sidewalks safer for cyclists and pedestrians to promote more cycling and walking to places rather than driving or public transportation.

Would like to see safe transportation for young folks to use on the weekends.

Airport service is needed.

I had a disabled friend who lived on Merritt Island and had access near his apartment to the bus, but it was an all day trip to try to get to a specialty doctor's office in Melbourne and Palm Bay. He did eventually get some medical transportation coverage, but he was unable to make it to a hemoglobin specialist office on Merritt Island because it was too far of a walk from the nearest bus stop. It made healthcare extremely difficult for him. It was even difficult to get from the Brevard health alliance office in Rockledge all the way out to the highway and difficult to cross US 1 at the Port St John office of the Brevard health alliance. Lack of easy access to his medical appointments contributed to his death at age 63.

I just wish that Space Coast Area Transit or the bus drivers, or the last person leaving the bus stop, would be required to clean up the trash around the bus stops or empty the trash cans and place new bags there for the next day or give riders free rides who pick up the garbage.

Get traffic lights in sync.

Space Coast Area Transit does a great job and provides an important service.

Honestly, I think rail service between Orlando airport and Melbourne Airport would be a huge boost to both communities.

Would love more bike trails.

Consider using elementary school bus routes/stops in housing areas, and fleet of electric multi-door limo-style minivans for quiet, near continuous service.

Changes needed to allow me to stop driving a car.

Keep up the great planning, work, and innovations!

You have nice drivers, and clean buses. Its great you are improving shelters and trash pickup and maintenance. It helps improve the County.

Higher densities need to be encouraged for new development and redevelopment and reduced head times (10-15 minutes max) rolled out on high volume routes.

Consider door-to-door service linking less populous areas with transit hubs or other local transit stops. Schedule route 20 stops on same side of 192 as Greyhound bus stop.

More protective security for riders is urgently needed.

I would like to see Brightline stop in Cocoa.

You need safe drivers that can share the road.

More bike lanes.

Train stations in Brevard.

### General Comments

I know that using public transportation is better for the environment, but it has to be more convenient and affordable to change most people's behavior. Biking and walking is hazardous in high traffic areas and that is sad because it would be such a nice alternative.
Any improvements or enhanced Space Coast Area Transit service needs to be fully paid for by the riders, and not burden taxpayers who do not use Space Coast Area Transit. Also, all new bus stops should have pull over areas, so the buses do not impede traffic, especially on busy roads like A1A.
I work from home right now, but I have considered using the bus for commuting to work. I don't feel like the clientele would take masks or mandates seriously so I would rather pay extra to use an Uber if I need to go somewhere like work or the doc office and I can't get my spouse to drive me.
More bike lanes, especially in 32927 area.
There need to be a stop further down Babcock that would make getting a bus from Waco to Emerson.
I had to get into a car due to injury. Very limited to how far I can walk.
The bus has helped me since I recently moved here. I wouldn't be able to start my job if not for the bus.
With the growth and so many employers looking for talent, basic transportation solutions are needed in Brevard County to align with those jobs.
Need bus service on San Fellipo Ave.
We need better/more service so that it doesn't require hours to get where one needs to go.
4,800 hundred homes in Barefoot Bay with no bus service. Could stop at Winn Dixie on US 1. Jobs and doctors are in Melbourne or Vero Beach.
Bus service just isn't close to my home, or I'd be more likely to use. I have used bus service many places. It just isn't workable for me here.
We have good transit service now.
The drivers are all wonderful. I feel very safe with them.
I really do not understand how a train is coming to Brevard County without any stops here in the county and no ability to use this future system to access Brevard County.
Just old and can't drive anymore because of eyes. I just need medical rides a couple times a month.
We always utilize public transits while living abroad. Generally speaking, it's something that seems to be lacking here in this country.
Can we make it easy to get parents from all across the county quickly to the school board office – it's hard for parents to make it to meetings.
I suggest you align the bus stops across from each (get on NB side- get off SB side same spot). Have a cross walk to each bus stop and have red ped crossing light to stop cars. Lastly build bus turn off lanes so buses do not hinder traffic when stopped.
Getting express transportation to UCF would be great for the environment (less cars on the road) and a more economical means of travel for college students.
I have never lived anywhere that had a bus system and learning to ride one was a challenge. I have ridden it several times and the passengers were helpful in getting me where I needed to go.
We need public transportation badly.
An improved bus system, particularly extending it to more rural areas, is significant to me. My family spends a lot of time every week helping a friend's adult daughter get to work because there is no bus that runs up here.
To know that this service is available in the area where I live is important. Although I drive now, I may not always have that privilege. It would be nice to easily get a ride with Space Coast Transit. After all, we live in Brevard County and have wondered why the coverage area does not include the southernmost part of the county. Thanks for the opportunity to do this survey, and thanks for your consideration.
Public transportation provides efficient affordable transportation for people without cars to access employment and services.
Having traffic stop with the bus like a school bus, will help with getting safely across the street. Thanks 😊
I'm a social worker and the families in our community need a better transit system.
Free bus pass for low-income seniors.



General Comments
This agency needs a citizen's advisory board.
The only time I might want to use public transportation is so I could have a drink while eating out (e.g., if there was a local service from neighborhoods to The Avenue, downtown Melbourne or Cocoa Village).
Move the bus stop on Brevard Ave to Delinney Ave.
I very much appreciate the paratransit service, thank you.
If the federal government gives you grants for public transportation, please put shelters with proper sidewalks at each stop. If they don't perhaps you could ask city businesses to build one and give them advertising rights for X amount of years to help pay for them.
Travel to the Orlando Airport would be nice.
Fixing public transportation would cut down congestion on our roads. I have family that live in other countries, and they get around 100% on public transportation. We should be able to also!
I work with clients who use Space Coast Area Transit regularly and the main issue is rides taking too long, not enough transfers, and routes not starting early enough.
I have seen a lot of bus stops that are not ADA friendly or have covering from the elements. Particularly in Palm Bay, I have seen a lot of stops that you're not even standing on sidewalk. It's a shame to see the poor quality of stops.
Great service in 32920 zip code. Will resume riding soon; after I get my COVID booster shot. Thanks so much!
Possible future rail service to Orlando areas?
My work commute is 5 miles. If I drive, my commute is 12 minutes, by bike it's 22 minutes, and per the Space Coast Area Transit online trip planner my ride would 45 minutes. Overall, that's not bad. I am spoiled from my college days riding the Seminole Express with its frequent and redundant service (and smaller service area). Thanks!
Consider bus services along the strip of Port Canaveral Cove area restaurants.
Please support the rail stop in Cocoa!
Bring what exists to Micco.
Get in touch with the transit authority in Honolulu County in HI. The public transit system there is great, affordable and gets you to your destination in a timely manner. I rode "The Bus" in HI even though I had a POV, many times I found it to be the better option than driving.
Good job – Space Coast Area Transit is a great regional asset.
I am looking at the future where driving might not be possible.
The drivers often don't make complete stops and pulls out in front of traffic.
Would love a door to door for seniors.
We need better services for handicapped non-drivers.
Please allow drivers to sell bus passes.
Add rail transit!
The one time I took the bus when my car broke down, I had to walk almost 1 hour to get to the stop, I had 2 transfers to get to the dealership and then a 20-minute walk to the dealers. Very inconvenient for a cardiac patient.
Leave the system in line and then add two lanes north-south.
Access to an accessible bus system would be amazing.
My daughter tried to use the bus line. From her house in 32907 to her job on Malabar Rd would take her hours to get there and a bus change.
I would love to take a bus to and from work but since busses stop running early I cannot use the service.
Need to have more than one bus on a route waiting on a bus to make a loop on a route is too long of a wait.
I've lived in Brevard for nearly 25 years, coming from Boston where public transportation is so good that I didn't need to own a car. I bought my first vehicle once I moved here because it was utterly impossible to get anywhere on public transit. I am appalled, even after all this time, that public transit is so poor in Brevard.
Yes, run a later Saturday service and a limited Sunday.
By car I can be to work in 25min, by bicycle in 1 hour and by bus 1 hour 50min by your trip planner.



### General Comments

Whatever you do, please don't raise taxes to pay for expanded service. Raise fares instead so that Space Coast Area Transit is 100% funded by the riders/ customers.

Austin, Texas started a light rail, it had its problems in the beginning, but it is incredibly popular now. The best thing is it went to festivals and events downtown from the suburbs.

Yes, there was no "other" option for why I don't use public transportation. I can't walk far or sit too long for transportation. Also, sometimes one has to travel around the complete route to get to the stop (in Palm Bay). This takes too long and prevents me from using the system.