



Attitude and Awareness Survey Report
2017

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INTRODUCTION

Salem Area Mass Transit District (Cherriots) commissioned Lockwood Research to conduct an attitude and opinion survey for the purpose of getting feedback from the population residing within the Urban Growth Boundary. Approximately three weeks before the survey was conducted, Cherriots service had been changed. The survey was a communication tool to gauge the perceived impact of the cuts, as well as other service-related issues. It was also a good opportunity to educate some residents within the Urban Growth Boundary about the services Cherriots provides.

RESEARCH OBJECTIVES

The objective of the research was to field a telephone survey with a stratified sample of 400 randomly-selected residents that assessed their attitude and awareness of public transportation and related issues. Issues that were explored included:

- Awareness of Salem Area Mass Transit District and Cherriots services
- Methods of transportation used by the population
- Awareness of, and likelihood of using, the West Salem Connector
- Likelihood of using Cherriots if Saturday or Sunday service was available
- Perceived rating of Cherriots services and overall performance
- Where the population would turn to for information on transit-related issues

METHODOLOGY

The study was conducted using telephone interviews. The telephone sample was pulled from two lists: a list of landline phone numbers and a list of cellphone numbers for households within the Urban Growth Boundary. New technologies and societal characteristics often present significant challenges to telephone surveys. The prevalence of mobile phones, for example, and the ability of customers to move one phone number to a different geographical area, can present complications to the sampling plan. The decrease in traditional landlines, due to households choosing to use only cell phones, offers another challenge – there are simply fewer numbers to call in a random survey.

Societal changes, such as fewer individuals or families dining at home in the evening, further limit access to respondents. Finally, conveniences such as caller ID allow residents to avoid calls altogether. While telephone surveys remain a valuable tool, their administration requires more resources (numbers, surveyors, or time) than ever before. The incidence rate of reaching a person was four percent (4%). A total of 10,359 dials were made to reach 437 respondents willing to start the survey (229 cell phone and 208 landline), and 401 were completed between January 28 and February 12, 2017; a 92% completion rate. No telephone calls were made on Super Bowl Sunday.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error, which represents the difference between a sample of a given population and the total population. For a sample size of 401 and a population of 133,536 males and females 18 years of age and older, if respondents answered a particular question in the proportion of 90% one way and 10% the other, the margin of error would be $\pm 2.92\%$, at the 95% confidence level. If they answered 50% each way, the margin of error would be $\pm 4.87\%$.¹

These plus-minus error margins represent differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margins of error if compared with the results achieved from surveying the entire population.

Also, the study was a snapshot of perceptions at a single point in time and, as such, responses may reflect external issues such as the timing of snow and ice storms and internal issues such as the change in service and routes that were implemented on January 3, 2017 (see Appendix).

Weighting Cases:

It is important to keep survey non-response as low as possible in order to reduce the possibility that the survey estimates could be biased in some way by failing to include (or including a disproportionately small percentage of) a particular portion of the population. For this reason, up to five callbacks are made with each telephone number in the sample frame. Quotas were established for age and gender. However, the non-response rate was high among the young cohorts. Within statistics, weighting is used to correct disproportional sample sizes and adjust the collected data to represent the population from which the sample was drawn. For example, the proportion of 18 – 24 year old males in our sample amounted to 1%, while the proportion of 18 – 24 year old males in the total population (using Census 2010 figures) amounted to 11%. With it, our sample is not representative, i.e., the frequency distribution of our sample does not match that of the population, and estimates for that stratum may be biased. In this case, a weighted sample analysis is more accurate in representing the population.

Calculating Weighting Factors:

To adjust such distortion within a sample, every case (every asked person) was assigned a weighting factor by which the corresponding data is multiplied. This factor was determined by the proportion of the respective stratum in the population divided by the proportion of that stratum in the sample (the inverse of the sample fraction in each group).

¹ The reason for the difference lies in the fact that when response categories are relatively even in size, each is numerically smaller, and thus slightly less able – on a statistical basis – to approximate the larger population.

THE REPORT

One statistic used in the analysis of the research data is the difference between proportions statistic. This statistic examines each demographic group in turn and compares the answers given by the people in that group to the answers given by everybody else. It indicates which of their answers (if any) are more different than everybody else's answers than could be expected, due to chance, given the sample sizes involved. If an answer is significantly different (at the 95% or 99% statistical level), that demographic group is mentioned in the report as being statistically more likely, or statistically less likely, to give that answer.

A second statistic used in the analysis is the chi-square value that shows how likely it is that the two questions in the cross-tabulation are related. It measures the difference between the actual frequency of response and the frequency expected under the assumption of statistical independence. If the variables are statistically independent, the chi-square value should be relatively small. If, however, the variables are not independent – if they are associated or related – then the chi-square value should be relatively large.

THE FIRM

Lockwood Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over two decades. The firm is a non-partisan and independent WBE-certified company located in Eugene, Oregon. The firm specializes in innovative and creative approaches to the research process, which includes: study design, survey instrument design, data collection, analysis, and all facets of qualitative and quantitative research. Our goal is to partner with organizations, government agencies, and businesses that desire to make informed decisions based on accurate, relevant data.

As a full-service market research firm, our expertise is in finding the right mix of research methods to increase response rates and deliver actionable insights based on statistically valid data. We follow the Council of American Survey Research Organizations (CASRO) guidelines for ethical standards in survey research.

Lockwood Research partnered with RLS & Associates, Inc., to provide both GIS mapping of respondents and Cherrits riders and a summary and conclusion of the analysis using their years of experience consulting with transit agencies.

SUMMARY & OBSERVATIONS

The 401 telephone interviews were completed with a stratified random sample of community households within the Urban Growth Boundary. The weighted sample represents 403 members of the population.

- Six out of ten (60%) respondents were from the cellphone sample frame (n = 241), and 40% was from the landline sample frame (n = 162).
- Five percent (5%) of the telephone surveys were completed in Spanish. For six percent (6%) of the sample, Spanish was the primary language spoken in the respondent's household.
- Four out of ten (43%) surveys were completed in the 97301 and 97302 zip code areas.
- Roughly one out of five respondents were between 25 – 34 years old (19%) or 35 – 44 years old (18%).
- The sample was evenly balanced between males (48%) and females (52%).
- One-half (51%) of the sample were two-adult households (18 and older), 19% were single-adult households, and 28% of the households had three or more adults.
- Over one-half (58%) of the sample had no children under the age of 18 in the household. One out of six (17%) households had one child, and close to one-fourth (23%) of the sample had two or more children in the household.
- The lower income Salem-Keizer households in the population were under-represented in the sample. Only 11% of the sample had total combined annual household income before taxes in 2016 below \$25,000, compared to U.S. Census 2010 data indicating 27% of the Salem population, and 20% of the Keizer population had combined annual household income before taxes in 2016 below \$25,000.
- One-fifth (21%) of the sample had no adults in the household that were employed outside the home. Over one-fourth (28%) of the sample had one person employed outside the home, and 35% of the sample was two-income households.

Very few in the sample were transit reliant. Only four percent indicated they had no vehicle in the household. The automobile was the transportation method used by nine out of ten residents.

- Nine out of ten (92%) respondents used a personal vehicle for their transportation. One out of six (17%) respondents indicated they walked, and 11% indicated they used public transit or Cherriots.
- Six respondents (1%) used public transit, Cherriots, *exclusively* for their transportation.
- Cherriots users were statistically *less* likely to also use a personal vehicle (59%), although five percent (5%) did use both.
- Cherriots riders were statistically more likely to be a male 65 years or older (13%), have either only one adult in the household (33%) or three or more adults (46%), have only one vehicle in the household (36%), and also get transportation from family/friends (11%), and/or a taxi (8%).
- The routes that most Cherriots users mentioned riding were: #8 12th/Liberty via Red Leaf (29%), #21 South Commercial (26%), #2 Market/Brown (23%), #9 Cherry/River Rd (23%), and/or #11 Lancaster/Verda (21%).

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- One out of five (21%) households indicated they had more vehicles available than licensed drivers. This indicates they may have had a 'choice of ridership.'
- While four percent (4%) of the sample indicated they had no vehicle in the household, making them possibly transit reliant, another 12% indicated their household had more licensed drivers than vehicles available. This group may have also been transit reliant.
- At least three-fourths (77%) of the sample considered public transportation options to be accessible to them at the time of the survey.
- At least seven out of ten (71%) respondents indicated it was 'very important' to have public transportation service where they live, and an additional 14% said it was 'somewhat important.' The mean importance placed on having public transportation service where they live was 4.44 (out of a possible 5.0, 'very important').

Roughly one-half of the sample had some familiarity with Cherriots. Even those with low familiarity were able to share some information about Cherriots with someone new in their neighborhood if they were to ask. Cherriots was considered to be an important asset to the community.

- Roughly one-half of the sample (51%) were familiar with Cherriots, either 'very familiar' (26%) or 'somewhat familiar' (25%). The mean familiarity score was 3.31 (out of a possible 5.0, 'very familiar').
- When asked to share what they know about Cherriots, only ten percent (10%) had nothing to share because they 'did not know' or 'was not a rider and had no personal experience.' Most respondents knew they could find information about Cherriots, like schedules and routes, by doing a Google search or going online to Cherriots website (18%).
- Twelve percent (12%) of the sample would share that Cherriots does not have weekend service. Ten percent (10%) of the sample knew where there was a Cherriots bus stop and that the main hub was downtown. Nine percent (9%) felt it was a transit system that runs everywhere and could get you where you needed to go.
- If people wanted to learn more about Cherriots, 82% would turn to the Internet or Cherriots website. An additional one-fourth (24%) would call or telephone for information. Nine percent (9%) would travel to the Downtown Transit Center.
- Seven percent (7%) of the sample considered Cherriots to be a great or good transit system and that they provided a much-needed community service.
- For one out of five (19%), Cherriots schedule fits their needs 'most of the time.' One-third (33%) of the sample indicated Cherriots schedule fit their needs 'not at all,' and an additional 28% were uncertain.
- If weekend and/or holiday service were available, over one-third (35%) of the sample indicated they would be likely (12% 'somewhat likely,' and 23% 'very likely') to ride a Cherriots bus.

Familiarity with Cherriots services was low. Three services received familiarity scores below a 2.0 - 'vaguely familiar' – on a 5.0 scale. No service attribute received a familiarity score above 3.0 ('neither familiar nor unfamiliar').

- CherryLift was the service that received the highest familiarity rating, 2.75 (out of a possible 5.0, 'very familiar'). CARTS received the second highest mean rating score, 2.25, followed by Medical Transportation (2.18).
- Cherriots riders were more familiar with Cherriots services than non-riders; but, in some instances, the difference in mean familiarity scores was small.
- Roughly nine out of ten (86%) respondents lacked familiarity with the West Salem Connector. After hearing a brief description of the West Salem Connector, 72% of the sample indicated they were 'unlikely' to use the West Salem Connector. However, 16% of those who were 'not at all familiar' with the West Salem Connector prior to hearing the description indicated they were 'likely' to use the West Salem Connector (11% 'somewhat likely' and 5% 'very likely') after hearing about it.
- When asked to identify any areas the respondent would like to get to by bus that were not adequately or presently served by Cherriots at the time of the survey, 68% were unable to offer a location. Among those who offered suggestions, Woodburn was most frequently mentioned, followed by service between Salem and Wilsonville. The high schools were also a popular location.

Opinions of Cherriots, based on the ratings of twelve areas of service, ranged from mediocre to high. Respondents' lowest level of agreement was with the statement, 'Cherriots meets the needs of rural residents' (3.06), and the highest agreement was with the statement, 'Cherriots is a valuable resource for Salem-Keizer' (4.49).

- In order to assess opinions of the Cherriots bus system services provided by Salem Area Mass Transit District, respondents were asked to rate how much they agree or disagree with a series of statements. The sample strongly agreed that 'Cherriots is a valuable resource for Salem-Keizer' (4.49), and that 'Saturday or Sunday service is important to the community' (4.45).
- Cherriots is perceived to be safe. The sample rated 'Drivers are safe on the road' a 4.33 mean score, and 'Riding Cherriots is safe' a 4.22 mean score.
- The sample agreed with the statement, 'Information about Cherriots is easy to find' (4.25). Those who were familiar with Cherriots were asked if they followed Cherriots on social media, 12% indicated they did.
- The sample's overall impression of Cherriots was 'good.' Using a scale of 1 ('poor') and 5 ('excellent'), the sample rated Cherriots present service, overall, a mean score of 3.71. One-third (34%) of the sample gave a 'good' rating.
- When asked what Cherriots could do to improve their service, 23% of the sample mentioned 'weekend service.'
- When given the opportunity to add a comment at the conclusion of the survey, 'providing weekend service' was the most-frequently mentioned comment.

GEOGRAPHIC AREA

Only households within the Urban Growth Boundary were included in the sample. To ensure only respondents within the geographic scope of the study were included, a zip code question was added. In all, nineteen respondents (5%) were screened out because their zip code was geographically outside of the target market. Figures 1 and 2 show the percentage of respondents who completed the survey in each of the zip code areas. Figure 3 on the following page shows the distribution of respondents and bus riders by Census Tract and Block.

Figure 1: Total Sample Distribution by Zip Code

Zip Code Distribution (2010 Census)	
97301	21%
97302	15%
97303	15%
97304	11%
97305	16%
97306	11%
97317	10%

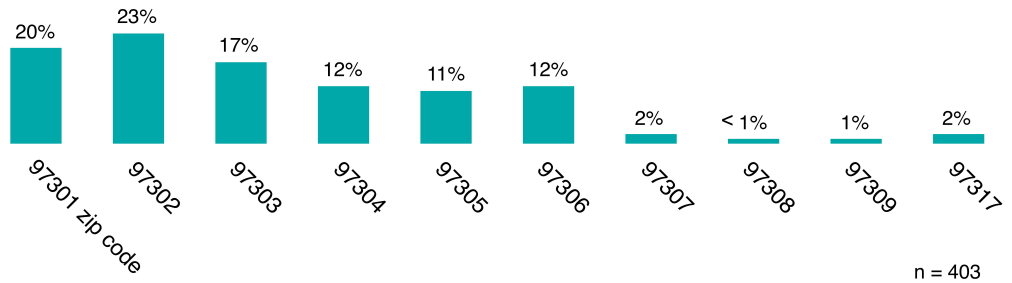
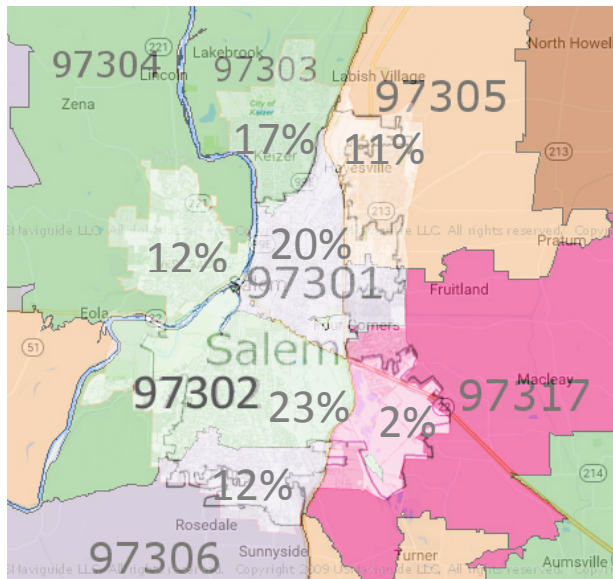


Figure 2: Total Sample Distribution by Zip Code

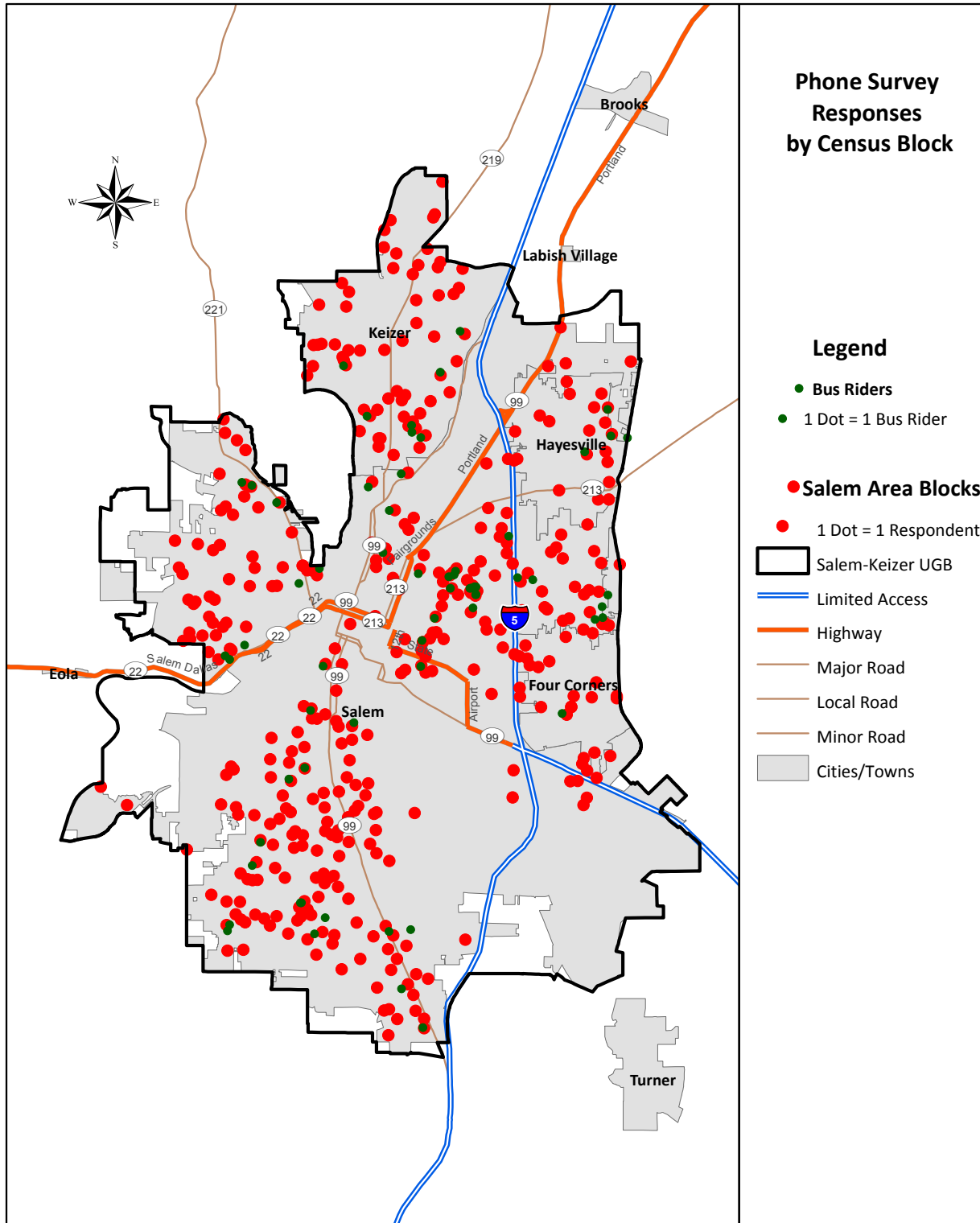


The Urban Growth Boundary is comprised of various components:

- Salem Incorporated (Marion County portion)
- Salem Incorporated (Polk County portion)
- Keizer Incorporated, Unincorporated area in UGB and outside city (Marion County portion)
- Unincorporated area in UGB and outside city (Polk County portion)

The Urban Growth Boundary is represented by a white overlay in Figure 2.

Figure 3: Sample Geographic Distribution (using Census Block data)



SAMPLE DEMOGRAPHICS

U.S. Census Bureau, 2010 Census data was used to establish age and gender quotas. Seven percent (7%) of the sample did not answer the age question. Figure 4 below shows the sample had a bell shape distribution. The younger cohort was difficult to reach by telephone. Because of the high non-response rate, the sample was weighted to match the population demographics, see Figure 5. According to 2010 Census data, 50% of the 18 years and over population was male and 50% was female. Among those who answered the question, 48% were male, 52% were female, and one person self-identified as transgender.

Figure 4: Sample Age Distribution (using Pew Research Generational Cohorts)

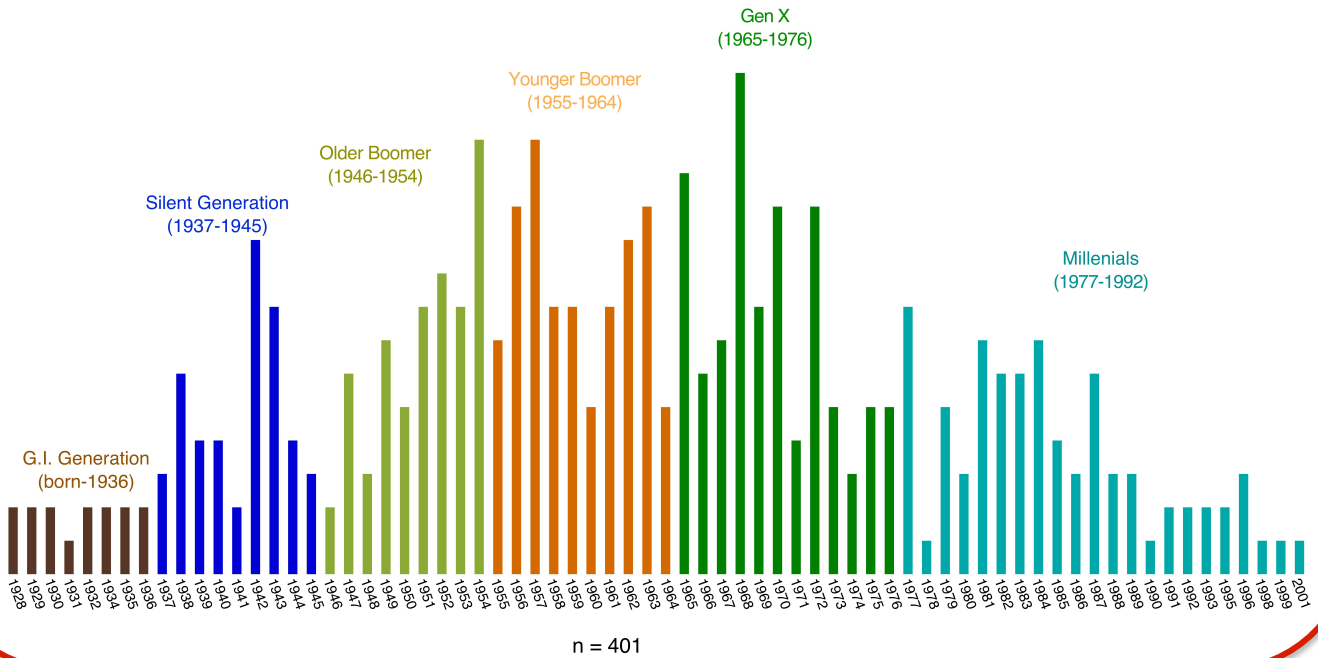
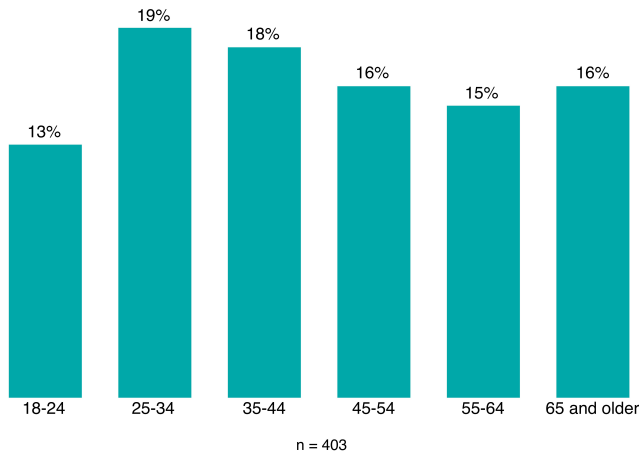


Figure 5: Sample Age Distribution



Cohorts (U.S. Census, 2010 data):

	Salem	Keizer
18 to 24	11%	8%
25 to 34	15%	14%
35 to 44	13%	13%
45 to 54	13%	13%
55 to 64	12%	11%
65 years and over	12%	13%

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One-half (51%) sample households had two adults, and 28% had three or more adults (18 and older). Roughly one out of five (19%) households had one adult. Over one-half (58%) of the sample had no children in the household, one out of six (17%) had one child, and close to one-fourth (23%) of the sample had two or more children in the household. Figure 6 shows the number of children in households headed by one adult, two adults, and three adults, or more.

According to U.S. Census Bureau, 2010 data, 96% of Salem and Keizer's population was one race. In the sample, 94% of the respondents self-identified being one race. When taking race alone or in combination with one or more other races, 82% of the sample self-identified being White/Caucasian.

According to Census 2010 data, 20% of the Salem population was Hispanic or Latino (of any race), as was 18% of Keizer's population. One out of nine (11%) respondents self-identified being Hispanic or Latino; of which 17% also self-identified being White/Caucasian.

Figure 6: # of Adults and # of Children in the Household

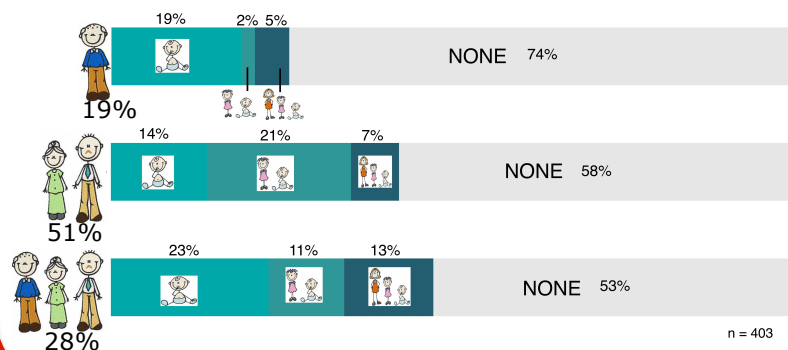
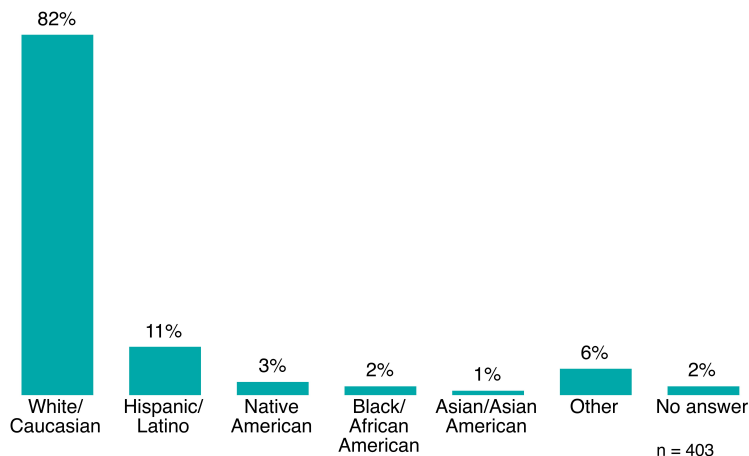


Figure 7: Sample Race-Ethnicity



Salem Cohorts (U.S. Census, 2010 data):

	Salem	Keizer
White/Caucasian	83%	86%
Black or African American	2%	2%
American Indian	3%	3%
Asian	4%	3%
Native Hawaiian/Pacific Islander	1%	1%
Some other race	11%	10%

The majority of the sample (94%) indicated English was the primary language spoken in their home. According to Census 2010 data, 89% of the Salem population 18 years and over spoke only English, and 11% spoke a language other than English. Spanish was the predominant 'other' language, spoken by 8%. Similarly, 88% of the Keizer population 18 years and over spoke only English, and 12% spoke a language other than English. Spanish was the predominant 'other' language, spoken by 9% of those in Keizer.

Six percent (6%) of the sample indicated Spanish was the primary language spoken in the home. Five percent (5%) of the telephone surveys were completed in Spanish. One percent (1%) indicated the primary language was something 'other' than English or Spanish.

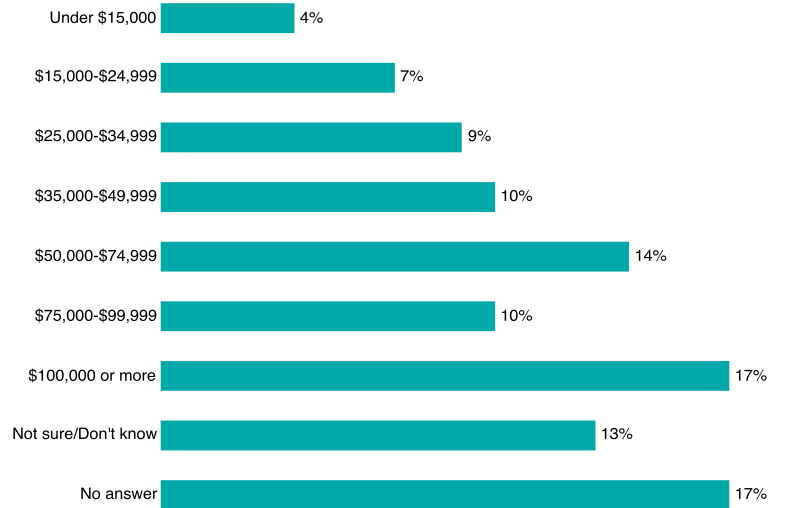
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Figure 8 shows the distribution of the sample’s total annual household income, before taxes, in 2016. The lower-income population was under-represented in the sample when compared to U.S. Census 2010 data. Those who used Cherriots buses at the time of the survey were statistically more likely to have incomes under \$15,000 (11%), or in the \$15,000 - \$24,999 category (14%). Those in the sample who typically used a personal auto for transportation at the time of the survey were statistically *less* likely to have incomes under \$15,000 (3%), or in the \$15,000 - \$24,999 category (6%).

Cohorts (U.S. Census, 2010 data):

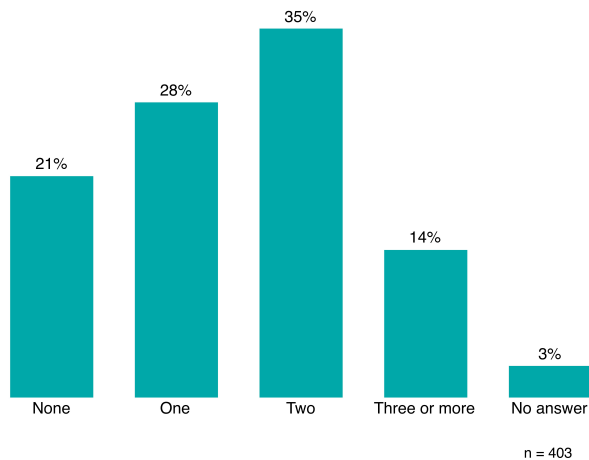
	<u>Salem</u>	<u>Keizer</u>
Under \$15,000	14%	10%
\$15,000-\$24,999	13%	10%
\$25,000-\$34,999	14%	12%
\$35,000-\$49,999	16%	16%
\$50,000-\$74,999	19%	22%
\$75,000-\$99,999	11%	14%
\$100,000 or more	14%	17%

Figure 8: Sample Income Distribution



n = 403

Figure 9: Sample Employed Outside the Home



n = 403

Figure 9 shows that one out of five respondents (21%) had no household members employed outside of the home. Slightly more than one-fourth (28%) of the sample had one person employed outside the home, and slightly more than one-third (35%) of the sample were two-income households. Three percent (3%) of the sample did not answer the question.

Cohorts (U.S. Census, 2010 data):

	<u>Salem</u>	<u>Keizer</u>
Employed	56%	60%
Unemployed	6%	7%
Not in labor force	38%	33%
Worked at home	4%	5%

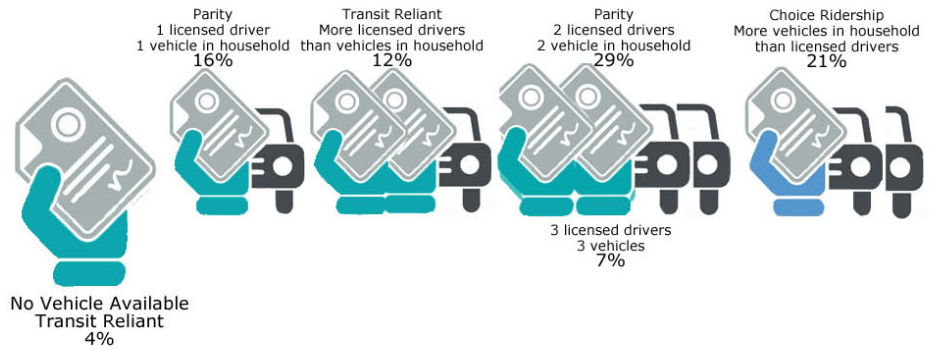
Among those who were *not* employed outside the home at the time of the survey, roughly three-fourths (74%) were retired. Seven percent (7%) were employed and working from home, three percent (3%) were students, and two percent (2%) were homemakers. Three percent (3%) indicated they were unemployed, of which two percent (2%) were looking for work.

TRANSPORTATION HABITS AND OPINIONS

Only three percent (3%) of the sample indicated they had *no* licensed driver in the household, and four percent (4%) had *no* car, truck, or motor vehicle (including motorcycles) in the household. One out of five (20%) households had one licensed driver, 54% had two licensed drivers, and 20% had three or more licensed drivers. At least one out of five (21%) households had at least one vehicle in the household, 34% had two vehicles, and 38% had three or more vehicles.

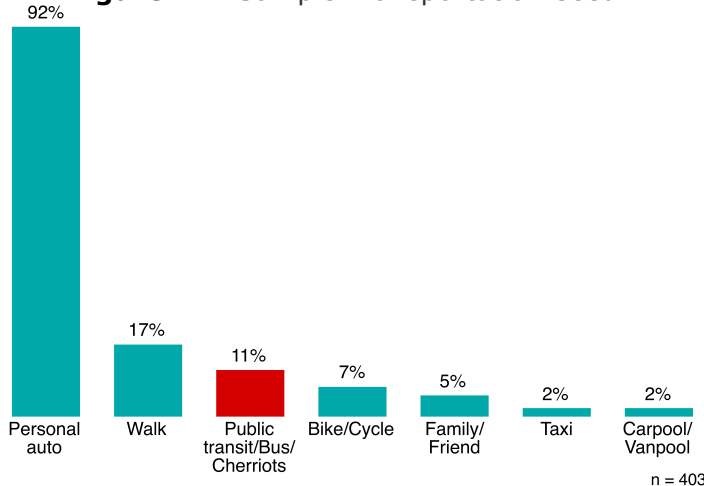
Figure 10 shows the percentage of survey respondents with the number of licensed drivers greater than the number of vehicles (implying more transit reliance) is 12% of the sample. Choice ridership is implied when households have more vehicles than licensed drivers. This was the case for 21% of the sample. Over one-half (52%) of the sample had parity, the number of licensed drivers was equal to the number of vehicles available in the household.

Figure 10: Driver to Vehicle Ratios per Household



Nine out of ten respondents (92%) indicated they used a personal vehicle for their transportation. One out of six respondents (17%) indicated that walking was one way they got around. Eleven percent (11%) indicated they used public transit, Cherriots, for their transportation. Six respondents (1%) relied exclusively on Cherriots and no other transportation option. Two respondents mentioned CherryLift, one respondent mentioned CARTS, one mentioned RED Line, and one mentioned TripLink.

Figure 11: Sample Transportation Used



Cohorts (U.S. Census, 2010 data)		
Commuting to Work:		
	Salem	Keizer
Single occupant vehicle	73%	77%
Carpooled	14%	14%
Public transit (no taxi)	3%	2%
Walked	4%	1%
Other means	3%	2%

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Cherriots users were statistically *less* likely to also use a personal auto (59%). Five percent (5%) of the total sample used both Cherriots and a personal auto for their typical transportation. Four respondents (1%) used both Cherriots and a family member or friend for their typical transportation. Two respondents used both Cherriots and a taxi for their typical transportation.

Respondents who mentioned using public transportation, or riding a Cherriots bus, were statistically more likely to:

- be a male 65 years of age or older (13%)
- have one adult in the household (33%), or three or more adults (46%)
- have one vehicle in the household (36%)
- get transportation from family/friends (11%), and/or a taxi (8%)
- indicate public transportation options were accessible to them (89%)

Respondents who rode Cherriots were asked to indicate the routes they typically rode. Table 1 below shows all of the routes mentioned and distribution of use among sample bus riders. No one mentioned #23 Lansing/Hawthorne, #24 State/Lancaster or other CARTS routes.

Table 1

Routes Typically Ride:	% of Riders
#2 Market/Brown	23% (n = 10)
#3 Portland Road	15% (n = 7)
#4 State Street	8% (n = 3)
#5 Center Street	9% (n = 4)
#6 Mission/Fairview Industrial	9% (n = 4)
#7 Mission/Hawthorne	1% (n = 1)
#8 12th/Liberty via Red Leaf	29% (n = 13)
#9 Cherry/River Road	23% (n = 10)
#11 Lancaster/Verda	21% (n = 9)
#12 Hayesville	6% (n = 3)
#13 Silverton Road	2% (n = 1)
#14 Windsor Island	5% (n = 2)
#16 Wallace Road	5% (n = 2)
#17 Edgewater/Gerth	9% (n = 4)
#18 12th/Liberty via Lone Oak	14% (n = 6)
#19 Broadway/River Road	15% (n = 7)
#21 South Commercial	26% (n = 12)
#22 Library Loop	2% (n = 1)
West Salem Connector	5% (n = 2)
CARTS 40 Carts Polk County/Salem	9% (n = 4)

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At least three-fourths of the sample (77%) considered public transportation options to be accessible to them at the time of the survey, 17% said 'no,' public transportation options were *not* accessible, and six percent (6%) were '*not sure*.' Those in the sample who indicated they ride Cherris buses were statistically more likely to indicate public transportation options were accessible to them (89%).

In order to assess the importance the public places on Salem Area Mass Transit District services (including Cherris, CARTS, and CherryLift buses), respondents were asked to rate the importance of having public transportation service where they live on a scale from 1 ('*Not at all important*') to 5 ('*Very important*'). At least seven out of ten (71%) respondents indicated it was '*very important*' to have public transportation service where they live, and an additional 14% said it was '*somewhat important*.' The mean importance rating placed on having public transportation service where they live was 4.44, out of a possible 5.0 ('*Very important*').

Those who use public transit gave a mean score of 4.71, slightly lower than those who rely on family/friends for transportation (4.88), and those who use carpool/vanpool (4.77). Those who use a personal automobile for transportation gave a mean score of 4.41.

Respondents were asked to rate their level of familiarity with Cherris on a scale from 1 ('*Not at all familiar*') to 5 ('*Very familiar*'). While 71% of the public considered having public transportation service where they live to be '*very important*'; only 26% of the sample considered themselves '*very familiar*' with Cherris, and 25% considered themselves '*somewhat familiar*.' Those who were '*not at all familiar*' were more likely to give '*not at all important*' ratings, while those who were '*very familiar*' gave higher importance ratings.

Figure 12: Are Public Transportation Options Accessible?

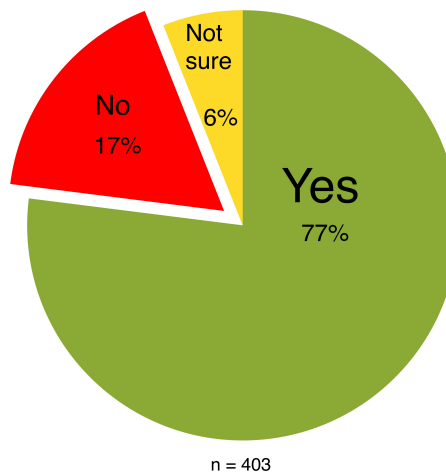
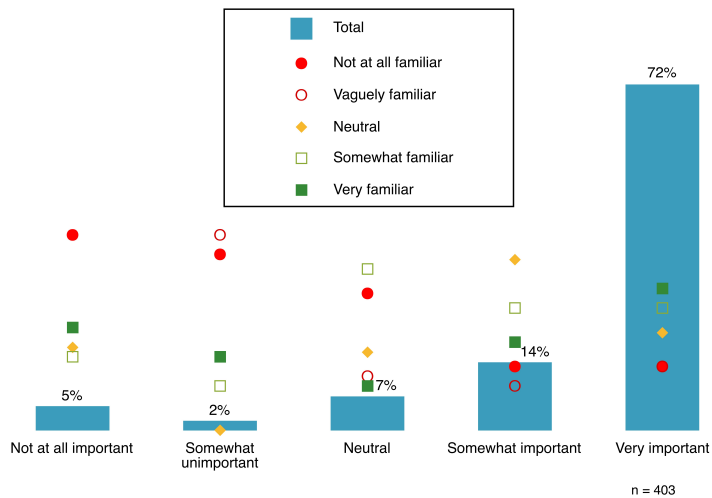


Figure 13: Sample Importance vs. Familiarity

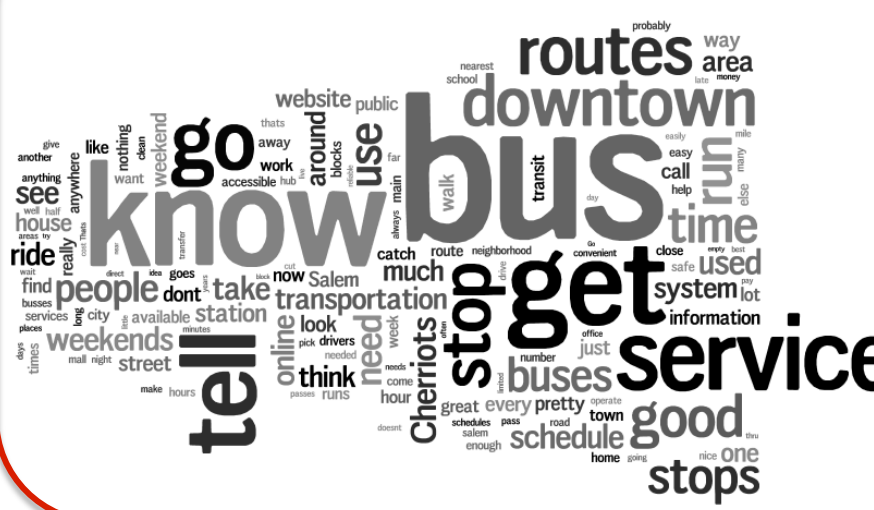


The mean familiarity score was 3.31, out of a possible 5.0 ('*Very familiar*'). Those who use public transit were statistically more likely to indicate they were '*very familiar*' (52%, mean score of 4.11). Those who use a personal automobile for transportation gave a mean familiarity score of 3.25. Those who live in the 97301 zip code area were statistically more likely to be '*very familiar*' (26%), and those living in 97302 were statistically more likely to be '*vaguely familiar*' (19%).

Respondents were asked to share what they know about Cherriots using a hypothetical question, "If someone new moved into your neighborhood and asked you about Cherriots, what would you tell them?" The verbatim responses are illustrated in Figure 14. Most of the sample could offer at least one opinion or piece of knowledge about Cherriots. Only 10% responded, 'don't know/could share nothing' or 'I'm not a rider/don't use the service/no personal experience.' The most frequent responses are listed below:

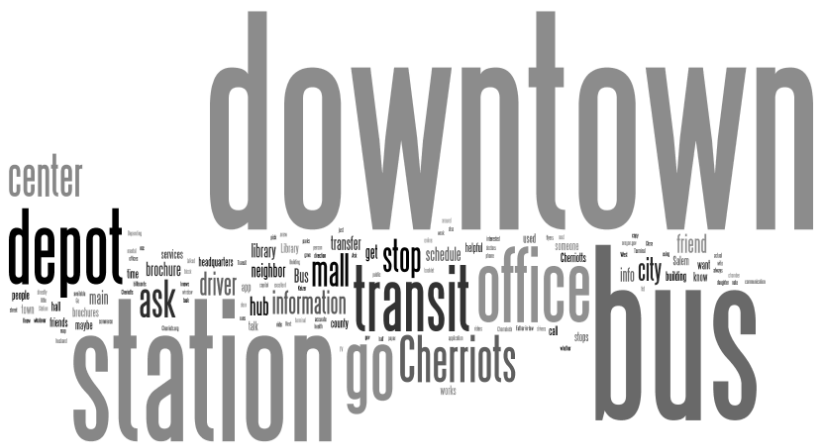
- Find information/get schedules online/Google it/go to their website (18%)
- Not available on weekends (12%)
- The main hub/depot/station is downtown (10%)
- Where to catch the bus/where the nearest bus stop is located (10%)
- There's a transit system that pretty much runs everywhere/goes all around the city/a lot of stops (9%)
- It's a great transit system/good system/good service/like their services/provide a great community service (7%)
- Easily accessible/easy to get (6%)

Figure 14: If someone new moved into your neighborhood and asked you about Cherriots, what would you tell them?



In order to assess where people would look for transit-related information, respondents were asked to list all the places they would typically look to obtain information regarding Cherriots. If respondents wanted to learn more about Cherriots and the services they provide, eight out of ten (82%) would turn to the internet or Cherriots website. An additional one-fourth (24%) would call or telephone for information. Nine percent (9%) would travel to the Downtown Transit Center to learn more.

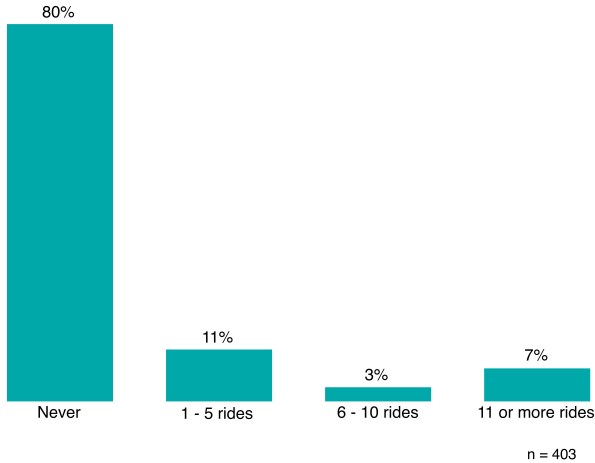
Figure 15: Where would you go for information? "Other" responses



The word cloud in Figure 15 illustrates the importance of maintaining a customer information center at the Downtown Transit Center.

In a typical month, two out of ten respondents (20%) ride a Cherriots bus and 80% of the sample indicated they 'never' ride a Cherriots bus in a typical month. Those in the sample who use a personal auto were statistically more likely to say they 'never' ride a Cherriots bus in a typical month (83%).

Figure 16: In an average month, how often do you ride a Cherriots bus?



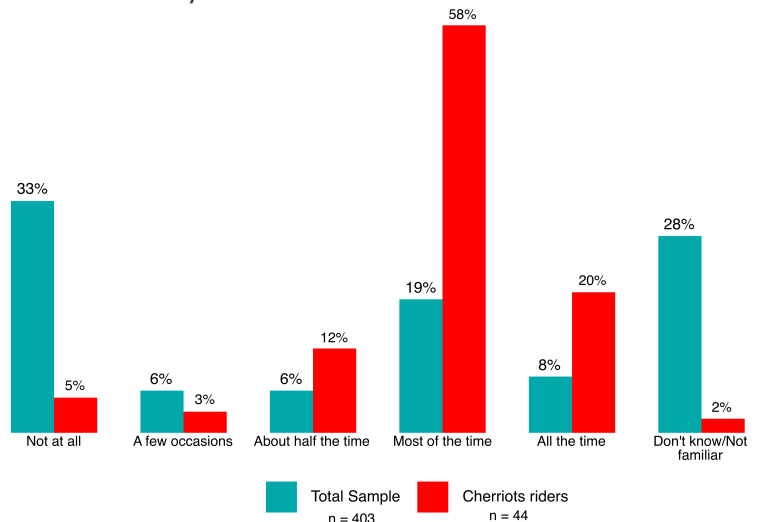
Males in the sample were statistically more likely to ride 6 – 10 times in a typical month (5%); while female respondents were statistically more likely to ride a Cherriots bus 11 or more rides in a typical month (9%).

Among those who indicated they use public transit, or Cherriots:

- one percent (1%) were infrequent riders and indicated they 'never' ride in an average month
- 38% rode a Cherriots bus one to five rides
- 10% rode a Cherriots bus 6 – 10 rides
- 45% rode a Cherriots bus 11 or more rides

When asked how often the current Cherriots schedule fits their needs, 28% of the total sample indicated they 'don't know,' and/or were 'not familiar with the current Cherriots schedule.' Among those who use a personal auto for their transportation, one-third (34%) indicated the current schedule did 'not at all' fit their needs. The response percentages by category are presented in Figure 17.

Figure 17: How often does the current Cherriots schedule fit your needs?



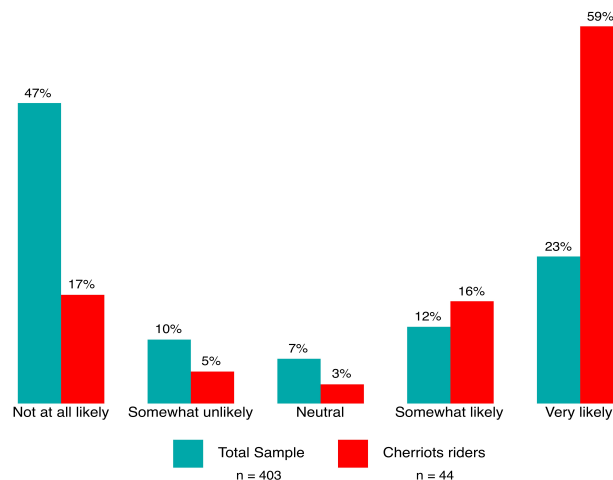
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Respondents were asked to rate their likelihood of riding a Cherriots bus if the buses ran on weekends and/or holidays on a scale from 1 ('Not at all likely') to 5 ('Very likely'). At least one-third (35%) of the total sample indicated they were likely (23% 'very' and 12% 'somewhat') to ride a Cherriots bus if the buses ran on weekends and/or holidays. Those who indicated they use public transit, or Cherriots, were statistically more likely to indicate they were 'very likely' to ride a Cherriots bus on the weekends and/or holidays (59%). The mean likelihood score given by those who use public transit, or Cherriots, was 3.95, compared to a total sample average likelihood score of 2.53.

Those in the sample who indicated they use a personal auto for their transportation needs were statistically more likely to indicate they were 'not at all likely' to ride a Cherriots bus on the weekends and/or holidays (55%, mean likelihood score of 2.41).

Those in the sample with average annual household incomes of \$100,000 or more, before taxes, in 2016 were statistically more likely to indicate they were 'not at all likely' to ride a Cherriots bus on the weekends and/or holidays (65%, mean likelihood score of 1.74).

Figure 18: How likely are you to ride a Cherriots bus if the buses ran on weekends and/or holidays?



Respondents in the sample with average annual household incomes under \$15,000, before taxes, in 2016 gave a higher than average mean likelihood score of 3.91, compared to the sample average of 2.53. Over one-half (58%) indicated they were 'very likely' to ride a Cherriots bus on the weekends and/or holidays.

Male respondents aged 65 years or older were statistically more likely to indicate they were 'not at all likely' to ride a Cherriots bus on the weekends and/or holidays (65%, mean likelihood score of 2.14). Meanwhile, female respondents between 45 – 54 years of age were statistically more likely to indicate they were 'very likely' to ride a Cherriots bus on the weekends and/or holidays (35%, mean likelihood score of 3.08).

FAMILIARITY WITH SERVICES PROVIDED

In order to assess familiarity with the services provided by Salem Area Mass Transit District, respondents were asked to rate their familiarity with eight services on a scale from 1 ('Not at all familiar') to 5 ('Very familiar'). The list of services was rotated in the order they were presented to each respondent. The distribution of responses and mean scores are presented in Figure 19 on the following page.

One-third (34%) of the sample had familiarity with CherryLift (13% 'somewhat familiar', 21% 'very familiar'), and one-fourth (25%) of the sample had familiarity with the Medical Transportation service (11% 'somewhat familiar', 14% 'very familiar'). There were three services where public education is needed: the Travel Training service, the Ride Sharing program, and the West Salem Connector.

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Figure 19 below shows the response percentages by category. Nine out of ten (90%) respondents lacked familiarity with the Travel Training service (84% 'not at all familiar', 6% 'vaguely familiar'), 86% lacked familiarity with the West Salem Connector (79% 'not at all familiar', 7% 'vaguely familiar'), and 83% of the sample lacked familiarity with the Ride Sharing program (73% 'not at all familiar', 10% 'vaguely familiar'). Figure 20 illustrates those in the sample who used public transit, or Cherriots, had higher familiarity mean scores across all eight services when compared to the total sample's mean familiarity scores.

Figure 19: How familiar are you with...?

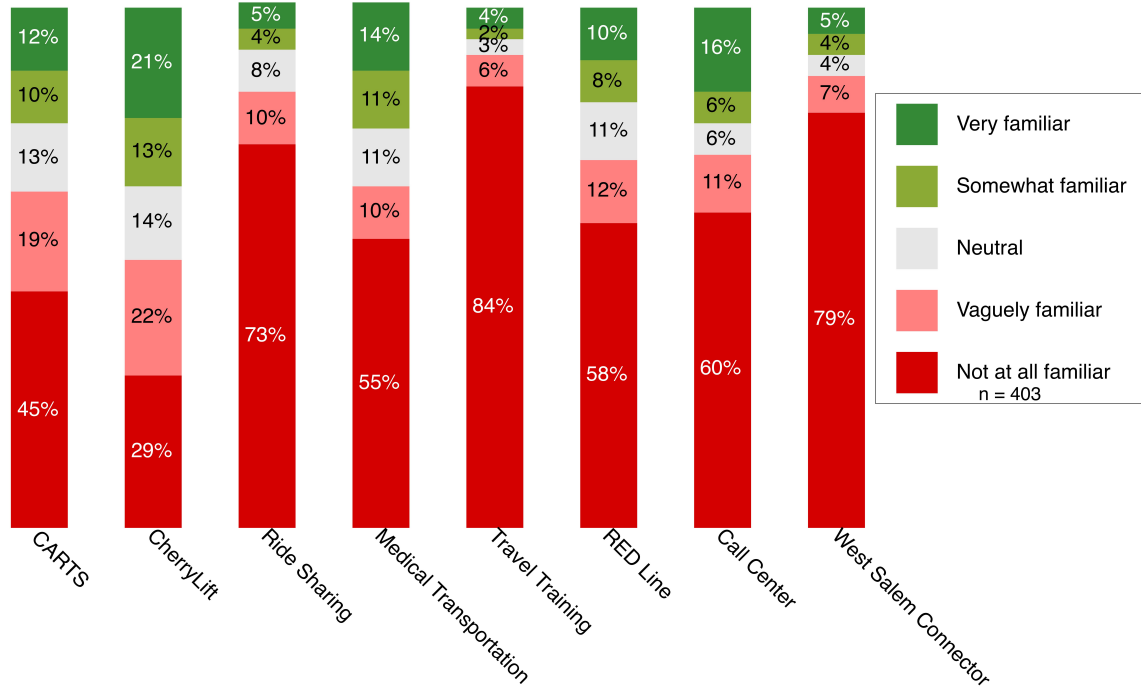
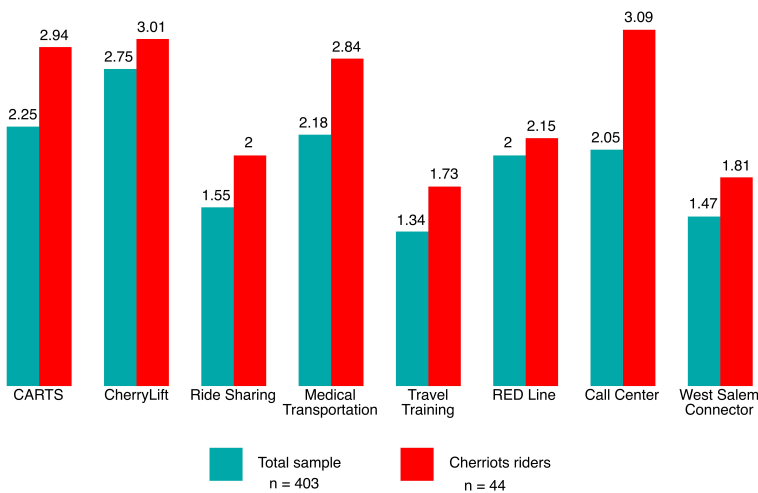


Figure 20: How familiar are you with...?



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Roughly nine out of ten (86%) respondents lacked familiarity with the West Salem Connector. Each respondent was given the following brief description of the West Salem Connector:

The West Salem Connector is a flexible transit service that only comes when you request it. You can book trips online or by phone. The bus takes you between Connector points within the service zone. You can also connect to a Cherriots bus route going downtown.

Hearing about The Connector, respondents were then asked how likely they were to use this service on a scale from 1 (*Not at all likely*) to 5 (*Very likely*). At least seven out of ten (72%) respondents indicated they were *unlikely* to use the West Salem Connector (63% *not at all likely* and 9% *somewhat unlikely*). However, sixteen percent (16%) of those who were *not at all familiar* with the West Salem Connector prior to hearing the description indicated they were *likely* to use the West Salem Connector (11% *somewhat likely* and 5% *very likely*) when asked.

Respondents using a personal auto for their transportation needs were statistically more likely to indicate they were *not at all likely* to use the West Salem Connector (66%). Walkers in the sample were statistically more likely to indicate they were *somewhat unlikely* to use the West Salem Connector (18%). Respondents from the 97302 and 97303 zip code areas were also statistically more likely to indicate they were *not at all likely* to use the West Salem Connector (73% and 76%, respectively).

Eight percent (8%) of the total sample were *very likely* to use the West Salem Connector. Respondents who used public transit, or Cherriots, for their transportation needs were statistically more likely to indicate they were *very likely* to use the West Salem Connector (16%). The mean likelihood score given by respondents who use public transit, or Cherriots, for their transportation needs was 2.42, compared to a total sample average of 1.88. Respondents with total annual household incomes of \$50,000 to \$74,999, before taxes in 2016, were statistically more likely to indicate they were *very likely* to use the West Salem Connector (16%).

When asked to identify any areas the respondent would like to get to by bus that were not adequately or presently served by Cherriots at the time of the survey, at least two-thirds (68%) of the sample were unable to offer a location and replied, *none/don't know* or *don't use Cherriots/won't ride the bus*.

Among the 32% of the sample who offered one or more location, Woodburn was most frequently mentioned (10 responses, 2% of the sample), followed by *service between Salem and Wilsonville* (8 mentions, 2% of the sample), *River Road South* (8 mentions, 2% of the sample). High schools were a popular location: Sprague High School (7 mentions), West Salem High School (3 mentions), McNary High School (2 mentions), and Straub Middle School (1 mention).

OPINIONS OF CHERRIOTS BUS SYSTEM

In order to assess opinions of the Cherriots bus system services provided by Salem Area Mass Transit District, respondents were asked to rate how much they agree or disagree with a series of statements using a scale ranging from 1 (*‘Strongly Disagree’*) to 5 (*‘Strongly Agree’*). The 12 statements were rotated in the order they were presented to respondents. To stay within the ten-minute survey length, the list of 12 statements was broken down into two blocks, with roughly one-half (n = 194) of the sample receiving Block A, and the remaining one-half (n = 209) receiving Block B (see Table 2). The bottom two statements in Table 2 were rated by the total sample (n = 403).

Table 2

Block A (n = 194)	Block B (n = 209)
Hours of service are convenient	Days of service are convenient
Cherriots bus stops are close to my home	Riding a Cherriots bus is safe
Cherriots drivers are safe on the road	Cherriots is a well-managed organization
Cherriots buses are clean and well-maintained	Saturday or Sunday bus service is important to the community
Cherriots meets the needs of rural residents	Cherriots meets the needs of people with disabilities
Information about Cherriots is easy to find	
Follow-up with those who were familiar: Do you ever follow Cherriots on social media? Yes/No	
Cherriots is a valuable resource for Salem-Keizer	

Response percentages for the 194 respondents who rated each statement in Block A are presented in Figure 21 on the following page. Response percentages for the 209 respondents who rated each statement in Block B are presented in Figure 22 on the following page. The last two statements are shown in both Figure 21 and Figure 22 and were rated by the total sample of 403 respondents.

The two statements which received the highest level of agreement among the sample were: ‘Saturday or Sunday service is important to the community,’ and ‘Cherriots is a valuable resource for Salem-Keizer.’ Three-fourths (75%) of the sample ‘strongly agreed’ that ‘Cherriots is a valuable resource for Salem-Keizer,’ mean score of 4.49. Seven out of ten (70%) respondents ‘strongly agreed’ that ‘Saturday or Sunday service is important to the community,’ mean score of 4.45.

The statement receiving the lowest level of agreement was, ‘Cherriots meets the needs of rural residents,’ mean score of 3.06.

Figure 21: What is your level of agreement with...?

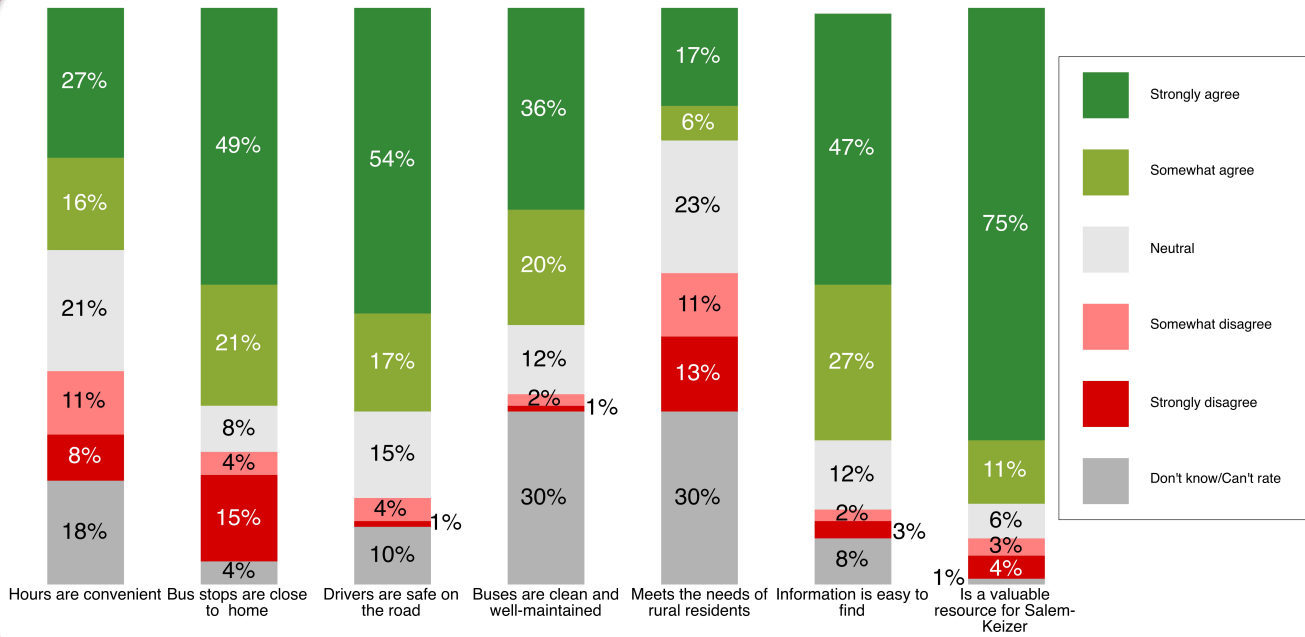
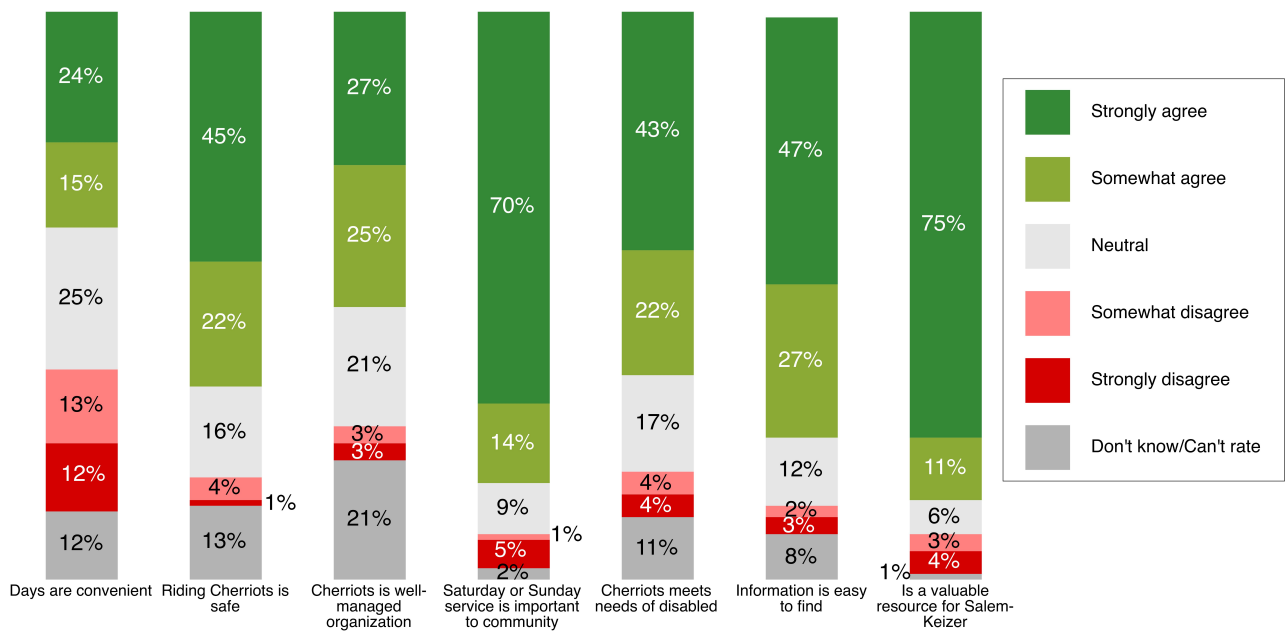
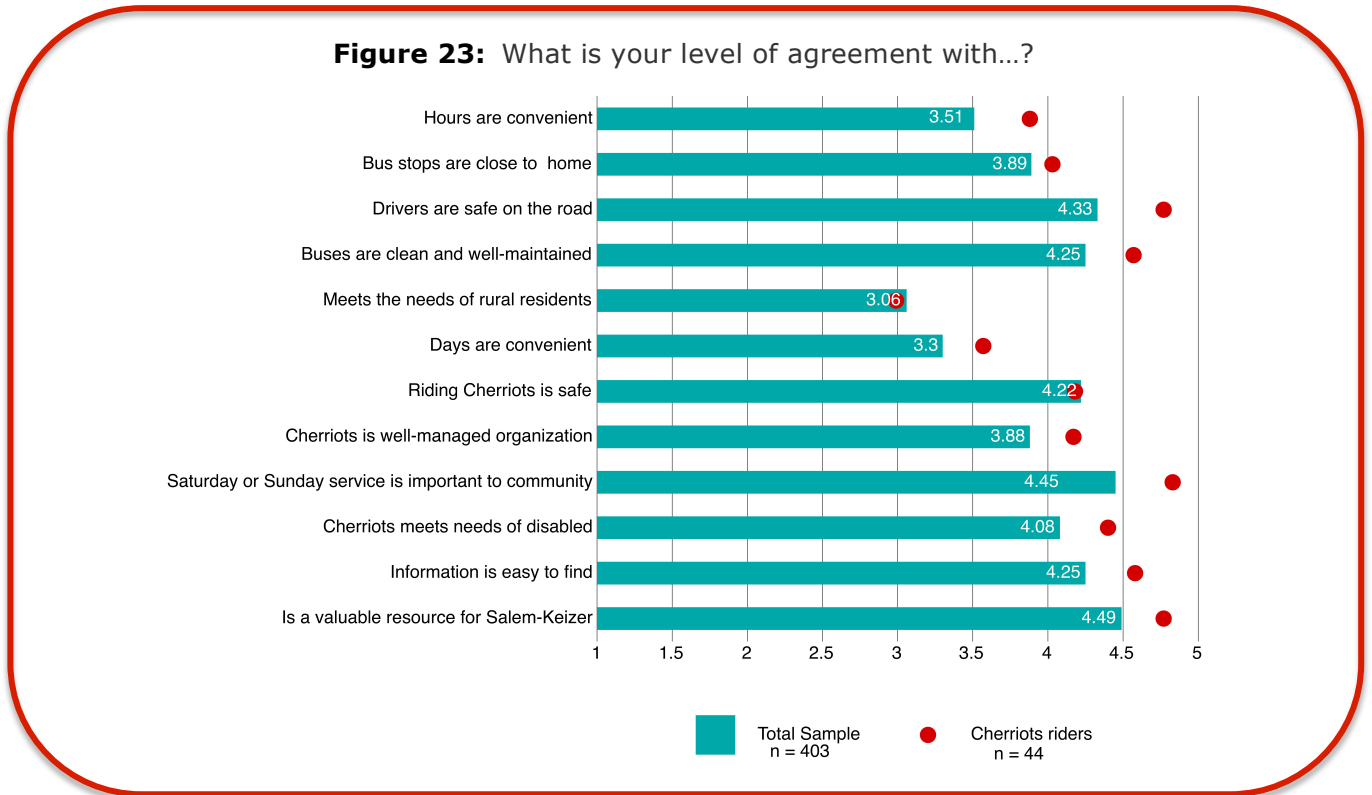


Figure 22: What is your level of agreement with...?

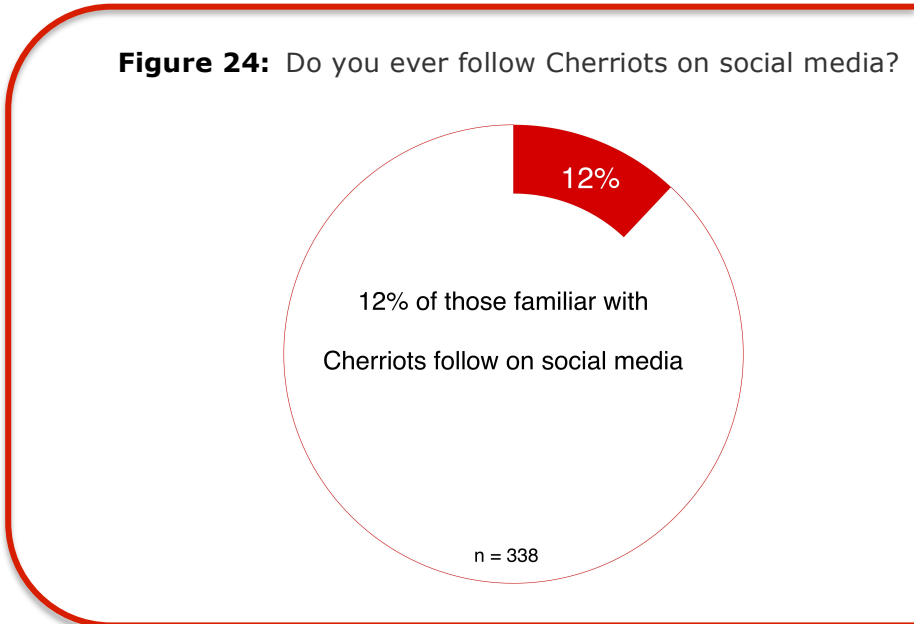


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Response mean scores for each statement in Block A and Block B are presented in Figure 23 below with the total sample average represented by the column and the mean score given by public transit users represented by a red dot. With the exception of two statements, public transit users in the sample gave higher mean scores than the total sample average for each of the statements about Cherriots bus system service.

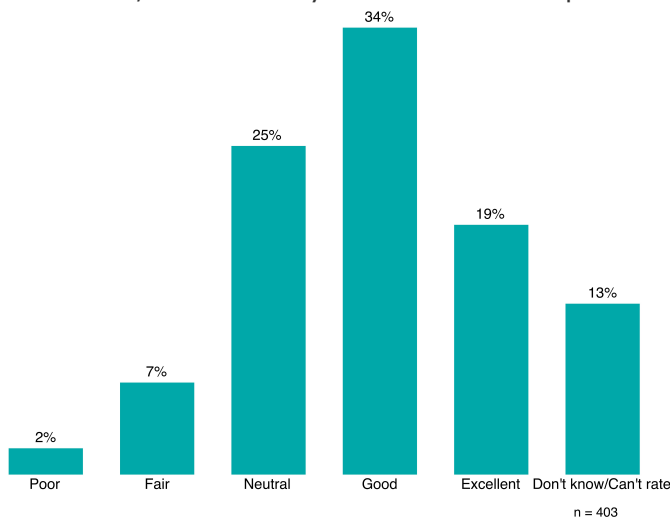


The total sample had a high level of agreement with the statement, 'Information about Cherriots is easy to find,' mean score of 4.25. Those in the sample who indicated they were familiar with Cherriots were asked a follow-up question, "Do you ever follow Cherriots on social media, such as Twitter or Facebook?" Only twelve percent (12%) indicated they have followed Cherriots on social media. Eighteen percent (18%) of those who indicated they use public transit, or Cherriots, have followed Cherriots on social media.



In order to assess the community’s overall impression of Salem Area Mass Transit District, and Cherris, respondents were asked to rate Cherris overall present service on a scale from 1 (*‘Poor’*) to 5 (*‘Excellent’*). As seen in Figure 25, a large percentage of respondents rated Cherris overall present service as *‘4’* (34%) or a *‘3’* (25%), meaning that a majority of respondents felt, overall, that Cherris overall present service at the time of the survey was *‘good’* (mean score 3.71). Those in the sample who indicated they used public transit, or Cherris, gave a higher than average mean score, 3.85, compared to the sample average of 3.71.

Figure 25: Overall, how would you rate Cherris present service?



Respondents were asked to share suggestions they felt could help Cherris improve their current level of service. One-third (32%) did not offer any suggestion. Four percent (4%) of the sample said *‘they seem to be doing a good job now.’* The suggestions which were most frequently mentioned are ranked below:

- 23% of the sample mentioned *‘weekend service’* (which was mentioned four times more often than of any other suggestion)
- 5% - *‘longer hours of service’*
- 4% - *‘more frequent service’*
- 3% - *‘late night service’*
- 3% - *‘more routes’*

Upon concluding the survey, respondents were given the opportunity to share any additional comments with Cherris. As the word cloud in Figure 26 illustrates, weekend service was a very important service issue to the sample. All verbatim open-end responses are appended to the report.

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While the sample highly valued the importance of public transportation, they were not satisfied with the service being provided. Weekend (23%) and late night service (11%) were frequently mentioned as services they would like to see provided in the future. The lack of satisfaction with Cherriots could also be caused by the lack of familiarity with the services being provided. Roughly one-half (49%) of the sample had neutral, vague, or no familiarity with services provided by Cherriots. No service attribute received a familiarity mean score above 3.0 ('neither familiar nor unfamiliar'). When asked what areas respondents would like to see served, 68% percent were unable to offer a location. The lack of satisfaction also could be attributed to 33% of the sample, indicating Cherriots schedules did not fit their schedule at all, and 28% of the sample indicating they 'don't know,' and/or were 'not familiar' with the current Cherriots schedule.

On page 14 of the report, it describes those who live in zip code 97301 were more likely to be familiar with public transportation, while those in zip code 97302 were less familiar with public transportation options. Being able to visualize areas that are more or less familiar with Cherriots services will help to focus limited resources on the areas that need to be targeted with marketing campaigns.

Income Levels

Low-income families (under \$35,000) were less likely to take the phone survey as compared to the overall populations of Salem and Keizer and public transit riders (20% phone survey respondents, Salem population 41%, Keizer population 32%, ridership 78.2%²). This could be attributed to the number of respondents who answered 'not sure/don't know' and no answer. The lack of low-income family data can be perceived as good and bad. Being that low-income families are usually transit dependent, they would be able to provide better insight on services already being provided by Cherriots. But with the lack of low-income families in the response, Cherriots is able to receive more feedback on their services from non-riders (perception and familiarity).

Online Presence/Social Media

In the increasing digital world, more people are turning to the internet to get information about products and services. This was confirmed by the phone survey. Eighty-two percent (82%) of respondents said they would turn to the internet or Cherriots website to get more information about Cherriots services.

Of those familiar with Cherriots, only twelve percent (12%) followed Cherriots on social media. In an increasing digital world, and Cherriots utilizing the Transit App, increased exposure on social media should be a focus going forward.

Weekend Service

Weekend service was the most sought after service that is currently not provided (23% mentioned it as a service improvement needed). Thirty-five percent (35%) indicated they would be likely to ride Cherriots if it were operated on weekend and/or holidays. Households with income below \$15,000 scored the likelihood of using weekend service at 3.91, which was the highest among income levels.

An overall score of 2.53 out of 5 for likelihood to ride on weekends and/or holidays shows people who are not transit dependent would not use the service. The score was even lower (2.41) for respondents who used

² Parsons Brinckerhoff, *South Salem On-Board Survey Summary* (2013), 4-5.

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personal vehicles for their transportation needs and lower still (1.74) for households whose income was \$100,000 or more.

West Salem Connector

The familiarity of the West Salem Connector was low from survey respondents. Eighty-six (86%) of respondents lacked familiarity. After receiving a brief description of the service, 72% of respondents were 'unlikely' to use the West Salem Connector. The total sample average score, when asked about using the West Salem Connector, was 1.88.

According to the Connector One Year Report prepared by Cherrriots staff, renaming the West Salem Connector to Cherrriots Connector was under consideration. Because awareness for the service was low among the sample, it suggests renaming the service would not create much confusion and may, instead, reinforce the link between the Connector and the greater Cherrriots system.

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RESEARCH

APPENDIX



APPENDIX

Changes by Route:

Route 1

- This route is being split into Route 19 and Route 21.
- Route 19 travels between the Keizer Transit Center and the Downtown Transit Center via River Rd. and Broadway St.
- Route 21 travels from the Downtown Transit Center to South Salem via South Commercial St.

Route 2 There are no changes to Route 2.

Route 3 There are no changes to Route 3.

Route 4/4A Route 4A will now be named Route 24 to avoid confusion. Route 4 will remain the same as it is today. The schedule times are not changing.

Route 5/5A

- This route is being split into Route 5 and Route 17. The “A” branch is being eliminated.
- Route 5 will travel between the Downtown Transit Center and East Salem via Lancaster Dr. The stops on 45th Ave., Greentree Dr., and Serra Ct. will be removed. The stop at Walker @ Sunnyview will be moved so it can still be served.
- Route 17 will travel from the Downtown Transit Center to West Salem via Edgewater Dr. The bus will no longer travel on Patterson St.

Route 6

- This route is being split into Route 6 and Route 16.
- Route 6 will travel from the Downtown Transit Center to South Salem via Mission St., Fairview Industrial Dr. and Rees Hill Rd.
- Route 16 will travel from the Wallace Rd Park & Ride in West Salem to the Downtown Transit Center.

Route 7 There are no changes to Route 7.

Route 8/8A

Route 8A is being renamed Route 18 to avoid confusion. Route 8 will remain the same as it is today.

Route 9/9A

The new Route 9 will follow the same path as Route 9A. Riders who used to catch the Route 9 may need to cross the street to catch the bus.

Route 10

This route will be renamed Route 23 to avoid confusion with CARTS 10. In all other ways the route is staying the same.

Route 11 There are no changes to Route 11.

Route 12 There are no changes to Route 12.

Route 13

- This route will be split into Route 13 and Route 22.
- Route 13 will travel between Chemeketa Community College and the Downtown Transit Center via Silverton Rd.
- Route 22 will travel between the Downtown Transit Center and Salem Central Library.

Route 14 There are no changes to Route 14.

Route 15X There are no changes to Route 15X.

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RESEARCH

• SURVEY INSTRUMENT



Salem Area Mass Transit District, also known as Cherriots, is conducting a survey with households in the Salem-Keizer urban area to gather opinions about their services. Whether you use Cherriots or not, your opinions and feedback are very important. The survey should take about 10 minutes of your time to complete.

1. Did I reach you on a cell phone? If yes, is it safe for you talk now? If yes, continue. If no, schedule a time to callback.
2. Can I confirm the zip code where you live? _____
3. What types of transportation do you currently use? Or, how do you currently get around? *(Choose all that apply)*
₁() Personal auto ₂() Motorcycle/Moped ₃() CherryLift bus
₄() Walk ₅() Bike/Cycle ₆() Public transit/Bus – Cherriots
₇() Volunteer driver ₈() Family/Friend If rider, ask: Which routes do you typically ride? _____
₉() Carpool/Vanpool ₁₀() Greyhound ₁₁() Taxi ₁₂() Other (please specify) _____
4. Are public transportation options easily accessible to you? ₁ () Yes ₂ () No ₃ () Not sure
5. How important do you think it is to have public transportation service where you live? *Please use a scale where 1 = not at all important and 5 = very important.*
 Not at all Important 1 2 3 4 5 Very Important
6. How familiar are you with Cherriots, the buses that operate Monday thru Friday in the Salem-Keizer area? *Please use a scale where 1 = not at all familiar and 5 = very familiar.*
 Not at all Familiar 1 2 3 4 5 Very Familiar
7. Please share with me what you know about Cherriots. For example, if someone new moved into your neighborhood and asked you about Cherriots, what would you tell them? _____
8. If you wanted to learn more about Cherriots and the services they provide, where would you go for information? *(choose all mentioned)*
₁() Website/Internet ₂() Call/Phone ₃() Newspaper ₄() Facebook ₅() Twitter
₆() Would not look ₇() Don't know ₈() Other _____
9. In an average month, how often do you ride a Cherriots bus?
₁() Never ₂() One to five rides ₃() 6 – 10 rides ₄() 11 or more rides ₅() Don't know
10. How often does the current Cherriots schedule fit your needs?
₁() Not at all ₂() A few occasions ₃() About half the time ₄() Most of the time ₅() All the time
₆() Don't know/Not familiar with the Cherriots schedule
11. How likely are you to ride a Cherriots bus if the buses ran on weekends and/or holidays? *Please use a scale where 1 = not at all likely and 5 = very likely.*
 Not at all Likely 1 2 3 4 5 Very Likely
12. I am going to read a list of services provided by Salem-Keizer Transit and would like to know how familiar you are with each: Use a rating scale from 1 to 5 where 1 = not at all familiar and 5 = very familiar. *(Randomize Order of list – leave West Salem Connector at end)*

	Not at all Familiar	Vaguely Familiar	Neutral	Somewhat Familiar	Very Familiar	Don't know
CARTS , the Chemekata Area Regional Transportation System that connects Salem-Keizer to rural Marion and Polk counties.	1	2	3	4	5	6
CherryLift , the origin-to-destination transportation service for people whose disability prevents them from being able to use Cherriots, available anywhere within the Salem-Keizer Urban Growth Boundary	1	2	3	4	5	6
Cherriots Ride Sharing Program that lets you share commuting costs with friends, neighbors and co-workers.	1	2	3	4	5	6
Medical Transportation , for eligible Oregon Health Plan clients traveling to covered medical services and medicaid.	1	2	3	4	5	6
Travel Training , a personalized service that helps you learn how to ride Cherriots buses.	1	2	3	4	5	6
RED Line , the dial-a-ride service and shopper shuttle for seniors and people with disabilities.	1	2	3	4	5	6
Cherriots Call Center , formerly known as TripLink, the number you call to reserve CherryLift, RED Line, CARTS flex routes or Non Emergent Medical Transportation	1	2	3	4	5	6
The West Salem Connector , the flexible transit service that only comes when you request it. You can book trips online for the same cost as riding a Cherriots bus (\$1.60 one-way for adults).	1	2	3	4	5	6

13. The West Salem Connector is a flexible transit service that only comes when you request it. You can book trips online or by phone. The bus takes you between Connector points within the service zone. You can also connect to a Cherriots bus route going downtown. Hearing about The Connector, how likely are you to use this service? Use a rating scale where 1 = *Not at all Likely* and 5 = *Very Likely*.

Not at all Likely 1 2 3 4 5 *Very Likely*

14. Please identify any areas you would like to get to by bus which are not adequately or presently served by Cherriots (*please be specific*)

OR

(Street Number & Name or Street Intersection)

(Building Name)

15. It is Salem-Keizer Transit’s goal to provide service that meets the needs of the Salem-Keizer community. Please rate your level of *agreement* with each statement regarding Cherriots services using a 5-point scale where 1 = strongly disagree and 5 = strongly agree:

The sample will be randomly split into two equal groups of n=200 and one group will get Block A, one group will get Block B

(Statements will be rotated)		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Don't know
BLOCK A	Hours of service are convenient	1	2	3	4	5	6
	Cherriots bus stops are close to my home	1	2	3	4	5	6
	Cherriots drivers are safe on the road	1	2	3	4	5	6
	Cherriots buses are clean and well-maintained	1	2	3	4	5	6
	Cherriots meets the needs of rural residents	1	2	3	4	5	6
B	Days of service are convenient	1	2	3	4	5	6
	Riding a Cherriots bus is safe	1	2	3	4	5	6
	Cherriots is a well-managed organization	1	2	3	4	5	6
	Saturday or Sunday bus service is important to the community	1	2	3	4	5	6
	Cherriots meets the needs of people with disabilities	1	2	3	4	5	6
Everyone	Information about <i>Cherriots</i> is easy to find	1	2	3	4	5	6
	Follow up: Do you ever follow Cherriots on social media? Yes/No						
	Cherriots is a valuable resource for Salem-Keizer	1	2	3	4	5	6

16. Overall, how would you rate Cherriot’s present service? *Please use a scale from 1 to 5 where 1 = Poor and 5 = Excellent*

Poor 1 2 3 4 5 Excellent 6 Don't know/Can't rate

17. What suggestions would you like to share with Cherriots that you feel could help improve their current level of service?

The following questions are for demographic purposes only and are optional.

- 18. How many **adults** (18 and older) live in your household, *including yourself*? _____
- 19. How many **children under the age of 18** live in your household? _____
- 20. How many licensed drivers are in your household? _____
- 21. How many cars/trucks/motor vehicles (including motorcycles) are in your household? _____
- 22. How many household members are currently employed outside the home? () None # _____
- 23. For those *not* employed outside the household: What best describes you (read list):
 1() Homemaker 2() Retired 3() Student 4() Work from home
 5() Unemployed and looking for work 6() Unemployed and **not** looking for work 7() Other (*please specify*) _____
- 24. What year were you born? _____
- 25. What gender do you identify with? 1() Man 2() Woman 3() Transgender 4() Other (*fill in the blank*) _____
- 26. What was your average annual household income, before taxes, in 2016?
 1() Under \$15,000 2() \$15,000-\$24,999 3() \$25,000-\$34,999 4() \$35,000-\$49,999
 5() \$50,000-\$74,999 6() \$75,000-\$99,999 7() \$100,000 or more 8() Not sure/Don't know
- 27. What is the primary language spoken in the home? 1() English 2() Spanish 3() Other, specify _____
- 28. What ethnic groups best describe you? (read list) (*Choose all that apply*)
 1() White/caucasian 2() Black/African American 3() Asian/Asian American 4() Latino/Hispanic
 5() Pacific Islander 6() Native American 7() Other _____ 8() Prefer not to answer

That concludes our survey. If there are any additional comments you would like to share with Cherriots, I can record those now.

Thank you for your time. Have a good day/evening. Record telephone number _____ Census tract _____



OPEN-END RESPONSES

PLEASE NOTE THAT THE OPEN-END RESPONSES ARE RECORDED VERBATIM. NO EDITING HAS BEEN DONE.

(NOTE) REFERS TO A NOTE MADE BY THE INTERVIEWER DURING THE SURVEY.

APPENDIX – VERBATIM OPEN-END RESPONSES: Notes

2026	access	(note) Not as much as I would like
6141	access	(note) No weekends. Makes it hard to look for jobs. Cant get anywhere on weekends
8274	access	(note) only probably comes by here not that that often or anytime I can use it. (note) Used to be closer, now I have to walk about a half mile to get to it. Used to be Croisen & Scenic, but now I have to go Skyline.
3118	access	(note) somewhat. I am not on a main street so I would have to walk about 4 blocks
7270	access	(note) I have to walk for almost a mile.
5076	access	(note) My kids use them
7248	access	(note) I would have to walk 3/4 of a mile and I don't see how mass transit could do any better.
6094	agree1	(note) wish it ran a little later
6141	agree1	(note) Done away with students program. they should be reduced or free. some kids wanna transfer because of the bus. Didn't use blinker to merge. need to move closer to the curb.
8274	agree1	(note) they need to look at the demographics
3478	agree1	(note) That would be for my mom's house in 97301 (note) several years ago the stop was across the street from my house and now it is 3 blocks away. They changed the route.
7270	agree1	(note) We got a hold of cherry lift for a ride to an appt. and they could only offer three hours before appt. (note) I'll tell you why: there's a lot of people who like to go shopping on the weekends, some have medical or dental appointments on Saturday. A lot of people depend on the bus to get to work. A lot of people had to quit because the bus service ended.
2060	agree2	(note) the buses are empty most of the time other than rush hour and its a waste of money. Maybe if they could extend the hours to evening so 1 person isn't walking the streets. (note) especially the recover people needing transportation that would encourage attendance cuz they have to leave 45 minutes early in order to catch the bus from the area of Center St and D St. and areas of the mall.
3076	agree2	(note) It's a loaded question. It might be important to some people but not when you have to pay so much for it when there aren't many people on it now.
8145	agree2	(note) too long of hold time, small windows of time, don't like it.
8255	agree2	(note) Daughter uses med trans. once a month. She rides alone.
3475	agree2	(note) One of my friends uses it but I've never asked about it. (note) I don't have nice things to say about Triplink. Triplink is unreliable in connecting drivers with clients. Showing up late or not at all.
6094	call	(note) Cherriots is not accessible/useable/rider friendly and have no use for it. Its a waste of time. I am sure it good for those having transportation needs. I would like to see it run on weekends and I would like user friendly. People need the bus 7 days a week to get to work.
6141	call	(note) that's really nice to know because I work in a prison and released inmates could use it to get back to homes.
3379	call	(note) when I am heading out of town I get stuck behind them. (note) Need to know the times of the buses; sometimes need to go to three or four busses; need to get to the doctor and I take five buses; would like to know the times.
7198	call	(note) Voted to get Sunday service, ended up losing Saturday as well.
8158	CARTS	(note) Reached a cellphone user on a landline list. Tract: 1502 Block group: 3 Block: 3.
7270	CARTS	(note) in jefferson-20 years
7457	CARTS	(note) If I have a family member that is visiting and doesn't drive they can still get around.
3076	Cherinfo	(note) Used to use them, but not now
6136	Cherinfo	(note) I voted for every Cherriots measure that came up. (note) I live by a high school and without the Cherriots, I don't know how they'd get to school. We have schools come across town by bus. Plus a lot of my neighbors take the bus.
694	close	(note) Respondent refused to talk but said, "I will tell you the Cherriots in our area is awful." (note) doesn't start early enough to get them to a day shift job. Doesn't run late enough to get people home from a swing shift.
7158	close	(note) This person while driving was hit by a bus once.
8190	famil	
3416	famil	
3088	famil	
3118	famil	
6083	Hello	
6124	Hello	
9300	Hello	

APPENDIX – VERBATIM OPEN-END RESPONSES: Notes

9246	Hello	(note) language barrier: Portuguese and some English. (note) If it were in downtown, it would be good. But, in the 'burbs, everyone around has a car, so there isn't any reason to use public transportation
3175	import	
8255	import	(note) for someone who rides it everyday, I need it on Saturday (note) This art of Salem I don't see many people use it. I don't know why they don't use smaller vehicles that use less fuel. There might be one or two people on the large bus. More economical!!!
8274	import	
7029	import	(note) Its just not possible. Because too far away. not enough riders.
7248	import	(note) where I live there is a bus stop and I do see people using it.
7342	travel	(note) I recommended it to my nephew who is in HS. Learned about from career training
8240	useconnc	(note) I don't live in West Salem (note) My granddaughters take it during the summer to the bookstore, the library and so on. My daughter used it during the bad storm just last month.
3088	useconnc	
7268	useconnc	(note) they better step up their advertising game because it might be handy for some people to know it exists.
9071	weekend	(note) if were not able to drive, would use the services more than likely.
3175	weekend	(note) If I utilized the service I'd say it was very likely
8270	weekend	(note) I don't think holidays are necessary
3103	weekend	(note) I used to ride it all the time
7268	weekend	(note) I am advocating they do run on weekends.
6141	medtran	(note) Daughter uses it
3379	medtran	(note) Never heard about that
6141	rating	(note) 2 because of the weekends issue
3118	rating	(note) The lack of weekend hours drive me crazy. (note) my granddaughter uses it for work all the time. Her only complaint is sometimes the bus is a couple of minutes early and she misses the bus.
7244	rating	
2106	rider	(note) three times a year
6094	rider	(note) doesn't ride a lot. it is easy to ride, but will need for school.
3388	rider	(note) about 5 times per year

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 2010 None at this time.
- 2026 I don't know of any not familiar enough
- 2034 I don't know
- 2039 None.
- 2060 It would be nice to have a bus go down 14th between D street and Market, then I wouldn't have to walk four blocks. People are upset that certain routes got shortened or cancelled completely. In the morning need more stops/times, pick up/drop off. afternoons not so much a problem.
- 2084 I wouldn't have any feedback on that because I'm not using Cherriots.
- 1020 I don't use the bus so I cant answer this
- 1025 I don't I have enough cars that I don't need to ride the bus
- 1027 as far as Salem goes its covered by the 8 and downtown where 8 takes you.
- 1062 none
- 1086 I cant think of any.
- 1093 fern wood drive on the hill
- 1102 there aren't any
- 2106 Not that I'm aware of, the bus goes to a lot of places just takes a very long time because of the number of stops.
- 3046 Cherriots doesn't run on Sundays, I would use it to get to church if they ran on Sundays. When I drove I'd take people all the time and not think anything of it. Church of Jesus Christ of Latter Day Saints, 45th; go down Lancaster and turn on; drawing a blank on it. I'm new to the area, and I'm going downhill; would like to go to the public library; it's on -- don't know.
- 3061 I wish there was a connector Salem to Portland, from the Keizer transit center to Wilsonville near Portland; that's all.
- 3076 The bus goes by but they don't stop: Portland Road north after they get to Hayesville, about a 1/4 mile where they go past a great big trailer park where there are a lot of people in it - have to walk beyond that to catch the bus. Park at the right hand side, they turn left and then they go to Keizer; they come back a couple hundred yards and there'd be no trouble to stop there. I'd love for them to stop right there; it wouldn't be inconvenient. But, that's all that I have to say. Comes from Chemeketa to Keizer, 47th to - can't think of that road, the road before Wars - as the bus comes down to Trapper and go back out on Ward, and down to Cordon rd. Had no bus service for 4 or 5 years; the bus to Keizer from my area is about three blocks now. Would like to see it on 47th; the loop would be only 3 minutes.
- 3082 I am not familiar with Cherriots, and because I'm not familiar with it, I wouldn't go on it. All the things you've told me makes me think about maybe I should investigate it, because I think I might actually use it more often or even at all. I didn't know all those things were out there. That are available. know that they should make the information known to people.
- 3084 I'm not that familiar, Humane Society; Turner Rd, about going towards Aumsville. The hinterlands; the outskirts Cordon rd. Businesses
- 3088 The problem is that I live within walking distance of downtown.
- 3111 None
- 7020 I don't know
- 7029 humane society
- 7033 no opinion
- 7044 none at this time and have a caregiver to drive me where I need to go.
- 7055 I think everything is covered. cant think of anything
- 7062 maybe buses to Portland
- 7076 couldn't tell ya
- 7077 just doesn't come is your area
- 7080 not practical to get to west Salem. hardship
- 7123 Keizer
- 7132 none can think of
- 7151 river rd. south
- 6018 Woodburn, Nothing else
- 6072 none
- 6094 River road doctors office. no more

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 6136 Eola Rd, McNairy High school, River road south, nothing else
- 6141 west Salem, doctors appts,
- 6150 Airport, river road south, river road north, not on the mainline you are out of luck. Cherry Ave. Used to be available. walk 4-5 blocks to catch a bus. Keizer station was built yet less routes.. McGill crest used to be 30 mins now an hour.
- 6169 I don't know
- 104 No areas. I don't care for the buses, and would like to see them gone.
- 105 It' doesn't stop on our street which is Idlewood. I'm not sure that I would use it.
- 135 Not sure. No this is a response. I don't know.
- 199 downtown and my house and that's about it.
- 211 No I could not identify them because I don't use 'em.
- 9047 cant answer because limitations to downtown.
- 9062 I really can't think of anything.
- 9071 I cannot think of one I don't know of any.
- 9080 does not take buses, to help people children and a lot of bags. Buses are used as a last resource.
- 9082 no problems service at this time.
- 8009 I wouldn't ride the bus so none.
- 8027 I don't know, I can't speak to that at all since I don't use it.
- 8035 I am not aware of any.
- 8037 Doesn't apply because we use our car.
- 8058 Live in So Salem near Sprague HS and don't have any reason to go anywhere. Nothing over there I need to go too.
- 8062 No, I guess not.
- 8063 No, I don't know of any.
- 8077 I have no idea what their current routes are.
- 8085 None, I don't know I don't use it.
- 8100 #6 bus route are not adequate. Walking 1/2 or 3/4 mi to get to #21 route and walking Retail and Fairway and have to get up to Madras for #21. Its a mess. Walking to #21 is sometimes faster than waiting for #6. I can beat #6 and destinations on my bicycle. I don't know other than they need to fire the management.
- 8101 Between Silverton and Lancaster, Lancaster and Center, and downtown and an occasional shuttle to Portland Met System.
- 8108 There isn't any
- 8111 Put the bus stop back at the mobile home Starlight Mobile Home on Lancaster Drive
- 4063 it just takes to long and not convenient, so I drive...its to inconvenient, use to take bus with toddler, and took to long over 45 minutes... its not friendly to pedestrians, better about bikes, would take over nothing else.
- 4072 none at all, not interested.
- 4076 none at all.
- 4103 pringle; could be served better, they took two bus stops about 2 blocks from us, pringle st. and copper grand.
- 4120 rural areas are always problematic, to the end they are working to expand in the Keizer area and Polk counties. I am familiar with these connecting transit areas. they are trying to accommodate areas such as Marion and up the canyon, a lot of the transit area will be trying to reach out to other areas.
- 4154 I DONT KNOW
- 4182 none
- 4188 No, not at all.
- 4199 I don't know, don't know the bus routes well enough, You are most familiar with the north end of Keizer, don't have any suggestions.
- 4203 no I do not have any.
- 6287 I just don't use it.
- 6301 I don't really have any because I don't ride the bus.
- 6305 I don't know anything about it.
- 6322 I don't ride the bus

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 6342 Carts goes out to gates doesn't stop at the hospital. nothing else
- 7187 no cause don't really know, only place would go would be downtown and bus goes there
- 7228 no I cant
- 7243 I wouldn't
- 7246 I live in south Salem so a bus needed to get to mall and medical center
- 7306 no
- 7339 wouldn't be able to answer that
- 7355 cant think of any
- 7380 none
- 8120 I would not use the bus at all
- 8134 Fred Meyer Keizer. Salem Health Winter St.
- 8140 None, I don't use the services.
- 8145 I would be interested in the downtown area such as Marion and Commercial.
- 8158 I don't use the bus or have any intentions of going anywhere by bus
- 8184 I am not for sure like what I said I have not rode the bus in awhile and they have changed routes.
- 8185 No, nothing.
- 8190 I can't think off hand. if you need to put in something, I feel homeless shelters, independent living retirement communities. Specific needs I don't know.
- 8238 I can't think of any at the moment.
- 8240 Minto Brown Park, that's the only place I can think of.
- 9188 transportation to Kaiser South occasionally, for appointments, or a need to get there.
- 9197 there bus stop at Portland rd. and Hazel Green street, for seniors
- 9198 the McNerra states in Kaiser we homebound because there is no transpiration from Cherriots at this time.
- 9213 nothing at this time.
- 9226 no idea has not used
- 9227 not at all
- 9236 not at this time
- 251 No. Nope.
- 278 I obviously don't know, I don't know the whole route. I just remembered that it was difficult to get transfers, switching buses.
- 286 No. No.
- 311 I don't have an idea on that because wherever I go I don't have a problem.
- 321 I don't know. I don't anything about it.
- 384 Yeah like how about west Salem rush college road, we have no service there. No consistent service between Wilsonville and Salem.
- 396 I don't know. No I don't remember.
- 2037 I don't really have any I've adjusted my schedule to the bus and it gets me to where I need to go. If they don't have one going to Amtrak but if they do then that's it.
- 2053 I would like to go to downtown Portland by bus. and that's it. the one time that I did take the bus and it took over an hour so I don't use it again.
- 2062 Not applicable
- 3036 I have none at this time.
- 3102 I believe it's 4040 Fairview Industrial, Salem to 13th and Shoreline Dr in Keizer.
- 4050 MAY TAKE A BUS TO WILSONVILLE, AND HOOD RIVER.
- 4056 ITS UN LIKELY FOR TO TAKE THE BUS.
- 4105 not that I'm aware of.
- 4107 no it seems to be very convenient, within a block a two from where I am.
- 6001 I've never used em I wouldn't know

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 6004 I don't really have any. but when I was working it would be nice for Cherriots would stop at state street. having to walk 2-3 blocks is inconvenient. That's about it. just the ridership for the working. buses just for them. trying to work downtown is awful. onsite parking isn't convenient.
- 6009 I'm not familiar with the routes.
- 6010 Honestly I don't know.
- 6011 Buses run everywhere. everywhere I see a bus, I can pretty much get anywhere.
- 6012 Cordon road, That's it for me.
- 6097 Capital city business center, that's it. I just want to be able to get to and from work.
- 6104 I don't have any suggestions because I don't know the coverage
- 7024 NO
- 7029 River Rd So. no service provided here and a lot of new housing going in but other families that would access it if they had it
- 7038 I don't know any
- 7070 not at this time
- 7086 over 10 years been watching buses go down the road with 2 people wasting money
- 8022 I don't use the service so I don't have any areas.
- 8030 I would like to see it on Ironwood st maybe on Sunnyside near Loninoke would be good because its close to schools for kids. Even the Sprague HS for the kids who don't have transportation yet. I think Baxter and commercial rds. or Sunnyside and Baxter. Close to residential districts and stores (highly population). The fairgrounds if they don't. The rural areas at the south end. If it were avail and people could see buses coming through and cut down on traffic/pollutions.
- 9007 no
- 9081 the outskirts of town need more routes
- 9097 Albany Oregon does not have Cherriots they need them. Corvallis would be good because of college town. They would use buses students.
- 116 I couldn't really say. I only moved to Salem a few months ago and have not used the bus here.
- 199 I'm not going to use the bus, I know people that needed, but I don't really know at all.
- 2101 I don't ride it, I just know there's no Cherriots service Croisan Creek Rd and Valentine. I've never seen a bus in that area. and just that.
- 2107 I don't have any I don't use Cherriots.
- 2152 I can't think of any, I drive
- 3111 I don't know
- 3175 Unfamiliar with any of that because I'm not a user of the system.
- 6114 I don't have anything.
- 6150 I don't really know.
- 6204 I need it to go to salemtown. I don't know of any others.
- 6207 I've never seen any buses on eola in north Salem. that's all I can think of.
- 8094 I don't have any
- 8125 None. I don't use the service at all.
- 8129 I can't really I am assuming hospital (Salem) I have no places in mind.
- 8145 I wouldn't use it. I don't have any locations I would add.
- 229 I don't know of any. Not the I can remember.
- 230 The only one thing I saw was close that I saw had a little bit of problem was over by the mall in Lancaster.
- 263 I sure don't. The bus used to go right by our house by Mill, I used to ride it a lot more. Then they moved it to 17th street. I still don't who is not getting the service they would like to have.
- 266 No I don't know. reception problems.
- 279 I haven't looked into it so I am not sure. No that's all.
- 4125 there use to be a bus stop near, in the sunnyslope area, people have to walk quit a ways to catch a bus, I don't know how they connect with other areas...
- 3259 Battle creek, rees hill road. It comes every half hour but it makes for a huge loop. Otherwise it takes forever to take bus. Add weekends.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherrriots to Go

- 3264 None. I like going place where the masses are not. I have no use for the freaking bus.
- 8190 I honestly wouldn't know because I haven't had a need to ride it. Downtown Portland. work zip is 9301
- 8246 Have no idea. Only been living in Salem for a short period of time.
- 8255 I can pretty much get where I need to go but getting home is a problem because they close to early.
- 8268 None
- 8270 I personally think that you cover everywhere I have needed to go.
- 333 Let me think of places, I don't know of hand I have not been keeping track.
- 9138 Hawthorne between Mission and State street, there is no stop there and nothing near it.
- 9140 I would not be able to tell.
- 9194 not at this time
- 9219 pretty good job his wife, need weekend service
- 4195 eastern cordon road, that side of town better.
- 4210 I cant answer that question, I have lots of friends who do, and they seem fine with it..
- 4211 I don't have any to offer.
- 7105 sat and Sunday bus service
- 7126 Portland service express service
- 7138 the thing I always though they should do is transfer you should be able to get off one bus line on any location not just for bus pass folks.
- 2156 Unknown.
- 2167 Can't think of any places.
- 6286 I cant think of any. outer west Salem.
- 6313 I don't have any.
- 6314 I don't know of any place.
- 6330 I would say, the turner staten area. that's it.
- 6347 I don't know any other from Salem to brooks. Hospital in west Salem.
- 8274 I wouldn't know just for the simple fact that the bus can't supersede traffic
- 2221 I am not aware of any.
- 2222 I don't need to I have a car, don't use them
- 2236 I don't know I only use triplink don't ride bus.
- 2240 Woodburn area and that's all I can't think
- 2275 I personally would like buses on industrial blvd. for work. If there was a bus out by Sprague High School. Out by the Humane Society. For out of town to set up stops for non major cities, and that's about it.
- 2285 I would like for it to connect to the Portland Metro area. If there was one that connected to the Wilsonville Trimet. and that's all
- 4263 I probably wouldn't know the answer, your not familiar with the areas of service.
- 4287 not really...
- 4293 nope , there nothing for me.
- 4310 I don't us it or no..
- 4323 if I really wanted to, I could get around using the bus. the bus goes up to Wilsonville and the least convenient for you.
- 6349 south Salem to Lancaster. More direct routes. West Salem to Keizer. Commercial to Lancaster. should be a direct bus. If they were all connected directly it could cut time.
- 6402 vocational rehab. no more.
- 6420 I don't have any.
- 6422 nope
- 6446 The croft center, I think it gets everywhere pretty adequate. nothing else
- 8363 Laurel Springs stop at Crestview and Salem Height and Crestview and Madrona. Near SS Office if they don't have one. It requires walking on a street with 45 MPH and no side walks. Disabled people are in danger.
- 452 There aren't any. I have zero interest in participating in public transportation.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 455 No. I can't think of any.
- 467 I'm not much help there. I don't know
- 472 No. I don't know.
- 6448 None. I'm independent.
- 6465 there's no areas I can think of.
- 6509 nothing
- 6510 I don't have any
- 6530 Portland, airport. Special events or parks in the summertime at silver creek falls.
- 6536 None.
- 6549 doesn't apply. I'm independent.
- 6572 IM not aware.
- 6573 west Salem high school.
- 2323 Safeway in West Salem at Rosemont and Edgewater. My doctors at Wallace and Orchard Heights. and that's it.
- 2328 I don't really have any.
- 2344 None that I can think of.
- 2371 Downtown near the public service building on Capitol and Court. south side of town isn't very convenient. Over on Corina Drive there needs to be a stop. and that's all.
- 2378 wouldn't need it.
- 2379 Can't think of any.
- 7214 none at this time
- 7219 no
- 7235 currently all places I need to visit are served by routes as they stand. knowing as I have a medical capability I would use it more without having to go thru many routes to get there.
- 7247 I don't have any
- 7255 the airport or Portland.
- 7270 doesn't go out where you live salemtowne,
- 7281 I cant answer that
- 7288 hard to say cause not to familiar, stoneway dr is where I live and hard to get a bus there
- 3379 Commercial by the Ford dealership
- 3388 I suspect all the locations I would go to are serviced by the bus, but not in the frequency I would like; I would like the bus to be more than 30 minutes; and how to tell if the bus has already gone by or not
- 3392 Art Fair at Bush Park;
- 3475 Morningstar community church 27th St SE; Wed evening
- 3478 Portland Rd and Hazelgreen to connect
- 3493 I don't know what areas are served.
- 4394 I don't have anything to say..
- 4449 no areas that I'm aware of.
- 4452 I cant think of any..
- 4454 I'm not aware of any.
- 4481 I don't have any need to....I travel by car.
- 8424 Liberty and Keubler Salem.
- 8460 Can't get to the buss stop a mile from my home. 48th and Herron.
- 8517 Probably to my dentist Smilekeepers on Lancaster over by the Dairy Queen. Probably to the Lancaster Mall.
- 8575 none, I never use it.
- 8595 I really don't have any particular place I would want to ride the busses. I have no need to want.
- 9347 no there is not. I know nothing about Cherriots.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherrriots to Go

- 9410 no
- 9445 no I don't think so
- 9498 no
- 9520 no
- 9548 don't know
- 9551 none
- 538 For example the corner of glenn creek and park way was the closes to me, there used to be a bus stop there but now the closest bus stop is not up a hill and half a mile away. When I look at the connector and I feel like there are a lot of bus stop not adequately served.
- 571 The furthest stop side is brown road and is really far from my home. That's about it.
- 591 I don't remember anything about that.
- 615 I have not really thought about so I don't have an answer.
- 656 I can't think of any right now.
- 694 I don't know of any service. Not that I am aware of.
- 697 I don't remember.
- 698 The pick up on d street and 37 avenue and it got moved 6 months ago, my neighbor used that everyday until it got moved, now her husband drives her to go to work. The new stop is far away that my other neighbors have to walk around the mall to get to that stop.
- 2017 can't think of any.
- 5056 I don't have any, I don't ride the bus
- 5065 fairmount steet between rural and Lincoln, just restoration of routes and expanded routes, it had been a route in my area
- 5101 no I don't have any problems
- 2017 can't think of any.
- 2052 I don't have any.
- 2074 None I drive.
- 2087 I don't have my car
- 3044 None
- 3079 I don't know
- 3088 I don't know about the buses that well to answer this
- 4008 no, not area of any areas that I might need service to..
- 4037 I cant think of any...no.
- 4039 I don't know, I'm not familiar with that at all.
- 4053 Dearborn needs to be serviced.
- 6029 none at this time
- 6042 avail on weekends, friends and family would ride if available,
- 6044 cant think of any right now
- 6061 cant think of any
- 6095 I wouldn't
- 7043 I can't answer that. I don't know.
- 9048 I don't really think is the location I think it's most of a time thing. Not that I can think of maybe if they had a stop browning.
- 9071 Nothing comes to mind. Nothing there.
- 9106 I can't think of any right now. The Kroc center I would out there for an aquatic center and activities.
- 9168 I would not no idea on that. I have no idea where Cherrriots goes.
- 9196 Not really.
- 9197 Everything because it is too far between stops. I find it very had to schedule anything it takes too long to get.
- 5186 to be honest I don't know

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 5227 there are none that I am aware of
- 5253 I don't have any
- 5292 I cant even think of anything
- 6159 not any
- 6163 I don't know of any cause I no longer ride the bus
- 6167 no
- 6173 I don't know any right now. Teenagers need to have better access to bus passes to get where they need to go.
- 6178 none at this time
- 6203 I don't know any. wish had bus stop outside at school Straub middle school
- 6222 wish they had service to Dallas to not have to deal with traffic
- 6224 I don't of any
- 7158 I would not be able to answer that.
- 7161 New Dr. is on Lancaster past bridge on center street. Marion County Mental Health
- 7187 Downtown Salem Center. Lancaster Mall.
- 7188 Nowhere cuz I drive.
- 7234 I don't know of any
- 3103 The Carousel; Mintal Island Park;
- 3118 I don't know
- 3167 I currently don't know of any because I don't use the bus.
- 3168 I think they go everywhere I go to.
- 4130 the only time I've considered it was when I was on jury duty, and I would have had to drive my car to Fred Meyer and arrive either very early or arrive late. Also a friend that lives on Dearing and Wallace road had the route discontinued.
- 4170 Cherriots doesn't go to the Salem airport , where the hut bus.
- 3272 There's nothing that applies
- 3311 The bus is three blocks away from Mohawk and I'd have to go the through street on river loop. I wouldn't be happy using a system that is malfunctioning.
- 4188 we live off a street on madrona, there's no way for people to get to where the bus is or how to get home, the city doesn't provide sidewalks either so we can get to our stop.
- 4227 none..
- 4236 no, because I use it just for work, its fairly adequate for that...
- 6303 don't know of any at this time
- 6315 I wouldn't know any at this point
- 6330 no I can't
- 7265 I haven't got a clue
- 7270 Hard one to answer because I don't know where Cherriots goes.
- 7342 I don't have any. one that I would be interested in the most is the Salem Library.
- 5299 I'm not that really familiar with the Cherriots routes so I would not be able to give you that information
- 5313 actually with the west Salem connector, it goes ever place I've needed to go
- 5387 59th and maclay, there are no buses running out there, down lardon rd the cross street is Silverton rd. I have grandkids that go down that road, there is no sidewalk they walk on the edge of the road
- 5014 Saginaw south, no others.
- 5020 I don't really know because I just moved here.
- 5032 no idea
- 5069 nothing
- 5076 I don't know of any.
- 5088 I don't know of any other places.
- 5109 I don't have any.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 5503 I really don't know of any because I don't take the bus
8038 schedule is not convenient for bus transportation
8041 no
7435 I don't know because I don't know where it does serve.
7457 Nothing that I am aware of at the moments.
7495 Don't have anything else to suggest
6359 I'm not that far off the beaten path so don't know much
6382 no pretty much focused on weekend sat needs
6387 no don't know of any
6430 no idea
6456 cant think of any
6497 I don't know
4315 I live near D street or near center or Lancaster, there are a number of spots there that I may take the bus, use to be a lot more frequently and its a lot less convenient, and that it doesn't really help me much anymore..
2145 The Portland rd. and Ward connecting area was very hard to get to. The residential areas of Buffalo and McClay, you have to walk up 4blocks to catch the bus. That's it.
2157 Not that I'm aware of.
2189 No areas.
2191 I don't ride the bus
9262 I can't think of anything because I already like the current system.
9267 I cannot identify any.
9269 No I don't know anything. I always see stops where I go.
9299 I can't think of any right now actually.
9301 I think once McMinnville and you could not find any stops there. That's all that I can think of.
6001 none come to mind
6018 people who were blind invited by Salem hospital to see what they did for school for the blind and could not get them their, but shuttle from a capitol Toyota helped instead where the busses should have. if saying your transporting handicapped your need to provided service 7 days a week. shopping and church etc. and low income folks usual work on weekend and cant get to and from. school for the deaf can't get back in evening from Chemeketa and is a real problem since only transportation.
6043 make a lot of trips to Woodburn area and not a lot of scheduled buses.
6058 no
6108 I'm happy with where they go now
6110 no not today.
6133 I don't really know of any
6136 between university Monmouth and Salem.
2017 Don't know of any.
2024 Not any I drive.
2030 I don't have any.
2060 I don't know.
2098 can't think of any.
5033 I know its 2nd avenue across from dialyses center but I'm not sure what the cross street is, its about, I've seen one bus go by there but they turn and go up kingwood so it is quite away from where we live
5039 I don't know anything about that its been so long since I've ridden a bus
4020 my doctor in within a mile, so I have none, But your son works at Keizer station, it doesn't fit his time frames when he would need to go the station or Chemekata, he has to find a car because the schedules are constrained...
4054 I like to go to downtown Salem, but they take me down there. I would like to go out to the country, I guess.
the cherrylift is a curb service that will get you to anywhere you need to go, I would like to see hyacinth street better served.
4058 They don't have any stops along there and that's the route. city wide/after dark they should be looking at stopping every couple of blocks. there are times when I will wait for a co-worker, so I don't have to ride the bus after dark.....

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggested Areas for Cherriots to Go

- 4111 I have no idea
- 4115 I wouldn't ride it on my own time, also it doesn't service west Salem H.S. are Sprague high school, it should serve the high schools.
- 4128 not that I know of.
- 5036 I couldn't answer that.
- 5062 No
- 5072 not aware
- 5147 It would be cool if they go into the cascades.
- 7003 Sunnyview and Howell Prairie. State and Howell Prairie.
- 7029 It would take me hours to get anywhere on the service. Its just not happening
- 7198 I have no clue. They have always gone where I needed.
- 9011 I think probably there are times when people have to walk. In north east Salem there could be a few more stops near schools like Silverton road. That's all I can think of.
- 9016 I can't think of any.
- 9066 I wouldn't use it so it's fine.
- 9073 Corden road there the bus stops are really far apart and not within walking range.
- 9097 I don't what areas they don't service.
- 9182 I don't know. Maybe my daughters office by west Salem.
- 9188 I can't remember any. A stop close to my home like stops I would like to see one going down all the way on browning.
- 4129 would like to get from home to town, out river road, the stops are a mile or half mile from my home. see the bus on kuebler to the keizer permanente.
- 2137 I have no idea
- 2139 I don't have any.
- 2145 Madrona and Crestview is close to where we live and really need a stop.
- 2165 there needs to be a connector to Portland or Eugene. and That's about it.
- 2180 Can't think of any.
- 7243 I don't have a problem with any of that
- 7244 With our health conditions wouldn't want to have to ride again.
- 7247 I don't use Cherriots so there are none.
- 7248 None
- 7256 The only places I go to is the doctor. Commercial/Salem Hospital
- 7268 None. because I don't use the bus.
- 7270 There wouldn't be anything because I would probably just use it to go downtown.
- 9222 I would like to have service from Salem to Woodburn.
- 9224 There is no service in main line (main street?).
- 9227 Not familiar.
- 9235 I can't think of anything. If I took the bus to work it goes in such a way that it would take me forever to get to work (Union street route).
- 9278 There are no stops in royalty street. We would like it if the bus ran from royalty directly to downtown.
- 7294 None

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 2010 Not at this time.
- 2026 That's it.
- 2034 Nothing, would like to find out more current info.
- 2039 Nothing else.
- 2060 I think I covered as much as I can or maybe more.
- 2084 Nope that's all.
- 1020 this is the only survey I have done.
- 1025 no
- 1027 no I think I'm good.
- 1062 Oh no additional comments.
- 1086 no that's ok
- 1093 no
- 1102 I don't think so.
- 2106 No thanks that's all.
- 3061 No.
- 3076 No that's all. The buses need to go where they stopped. The bus needs to get there before the other one does; needs one a little further out at the trailer park. It's a long walk to get to the nearest bus stop otherwise.
- 3082 None, other than it's a needed service for people.
- 3084 None
- 3088 They're trying to make changes and when they do they get a lot of flak.
- 3111 Out in Keizer, would hate to be in Keizer at night, being enclosed.
- 7020 none at this time
- 7029 none at this time
- 7033 I wish they could figure out a way to better provide service for community like more buses. more hours more days.
- 7044 I think you've done a great job, pass it on to your boss.
- 7055 none at this time
- 7062 not really
- 7076 no
- 7077 no I think I've said it all
- 7080 I don't think so.
- 7123 none at all
- 7132 none at this time
- 7151 none.
- 6018 Cherriots is awesome, Little money will get you nearly everywhere.
- 6072 None
- 6094 none
- 6136 none
- 6141 none
- 6150 More expansive routes. Keizer station was built and they took away routes. If they build a BIG OLE' brand new station, you would think they would add more routs, not take them away...
- 6169 Glad to help. Even though I don't use the bus.
- 104 No, I don't think so. Thank you for calling.
- 105 No you kind of covered everything there.
- 135 That is all. Goodbye.
- 199 I have nothing more.
- 211 No. Goodbye.

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 9047 Chamber's of commerce more advertising.
- 9062 I covered the things that I needed.
- 9071 no just wish them luck in raising money.
- 9080 I personally do not use the service, but the service is very important. When Seattle used public transportation.
- 9082 not at this time.
- 8009 no thank you
- 8027 no, no. Were good.
- 8035 Nope, there isn't anything.
- 8037 no
- 8058 no, I think I have covered a lot of information and I don't think there is anything else.
- 8062 Nope.
- 8063 No, I don't have anything else.
- 8077 Nothing I can think of. I don't use it.
- 8085 No, I think I covered everything.
- 8100 NO You can't record what I want to say.
- 8101 No, thank you.
- 8108 No ma'am.
- 8111 yes, I am not comfortable with giving this kind of information over the phone.
- 4063 no, thank you , none at all
- 4072 not at all.
- 4076 no that's it, I don't have any.
- 4103 no, that's fine.
- 4120 they need to have a better dialogue with their community, and ask for bonding, they didn't prepare for this, and to pay the bill, so that it could be understood and as to why.
- 4154 no.
- 4203 so, for the local micro-beer fest, and volunteer activities, they a should be trying to advertise for alternative ride sources to get home from these events.
- 6287 No thank you and I'm glad you captured the idea for the cable cars.
- 6301 Nope, Thank you
- 6305 Nope
- 6322 Questions did not pertain to me. Get better questions. Since I don't ride the bus. Nor is there a bus stop within miles of my house..
- 6342 Just the one about the hospital.
- 7187 no until I start riding the bus again
- 7228 moved to Salem after living in Portland for years and shortly after moving they cut off weekend service and so makes it hard to go places. and moved the bus stop four blocks.
- 7243 hope they get more funding
- 7246 not really already did
- 7306 no
- 7339 none
- 7355 curious to what happened to advertising on buses for extra revenue to expand services
- 7380 no none
- 8134 Making the Cheriott lift for those that worked hard enough in their lives to be on Medicare should be a priority.
- 8140 no, talked out.
- 8158 Mass transit is extremely important for those people working in the core. If they have to transfer, it makes no sense to spend that kind of time getting to work each day. You might as well drive to Portland.
- 8185 No, I think I made my point with the weekend transportation.

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 8190 Everything that I have seen is safe and reliable transportation. We need to see /have weekend busses.
- 8238 Um, no I think that I covered everything.
- 8240 Its a great service in the community for the people that needs it and I hope the service continues.
- 9188 hear from a lot people they are appreciative of service, and are upset when weather disruptions happens it stresses out passengers.
- 9197 I don't have any other comments.
- 9198 nothing to add at this time looking forward for when you do need to use Cherriots
- 9213 no keep trying to get funded.
- 9226 I do not have any other comments
- 9227 in a hurry not at this time
- 9236 not at this time
- 251 No I don't.
- 278 No, I guess you asked me about areas they don't serve. windsor island road, and it doesn't go that far. I don't think the city recognizes it for being within the city limits.
- 286 No. Have a great day.
- 311 Nope.
- 321 No that's it.
- 384 Have them model the Lane Transit district system because they have a good system in Eugene. Because they have weekends, they also have transit that takes you to rural areas, and they have service after 11 pm which makes it easier to get home from the bar.
- 396 No.
- 2037 when it comes up to voting time putting a face to the people that ride. It becomes a fight between the businesses and the one's fighting against this don't know how it is affecting all the people who really need this service. We need to see the faces of those who really benefit from their services. there's so many people who can't work without this service and with out this service you will be on state assistance and that would cost tax payers dollars so it would cost them more then if they had the proper funding to do what they need it would be a good thing not a problem. taking that away will cause problems not help save tax money
- 2053 Nothing really.
- 2062 No thank you nothing.
- 4050 I REALLY APPRECIATE CHERRIOTS ,THEY REALLY HELP WITH TRANSPORTATION FOR MY FRIENDS AND DO A GOOD JOB.
- 4056 none.
- 4105 none..
- 4107 none, that's about all.
- 6001 nope that's good
- 6004 No not really. that's pretty much it. as I said I've been riding buses before I was born.
- 6009 Nope I think I said it all.
- 6010 No that's it
- 6011 Nope but I appreciate the call.
- 6012 nothing at all
- 6097 nope
- 6104 no
- 7024 NONE AT THIS TIME
- 7029 nothing didn't already tell you
- 7038 none at this time
- 7070 no thank you
- 7086 would like to see them get there act together and quit spending to much when not needed, without cutting services
- 8022 no, I don't have anything else to add.
- 8030 I think we covered it JUST EXPAND the rural areas to cut down on pollution and congestion.

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

9007 not at this time
9081 not at this time
9097 not more comments
116 No I'm good.
199 You have a great day, goodbye.
2101 NO I really don't wish I did.
2107 That's all.
2152 I think I got it all.
3111 No
3175 No
6114 nope, thank you.
6150 No not that I can think of.
6204 I would have to say, thank you for looking into bettering your bus service.
6207 nothing I can think of.
8094 I am fine.
8125 Chose not to answer optional questions and hung up so didn't reach this screen for her additional comments.
8129 No, thank you. I guess I am not really much help.
8145 Nope, thank you
229 No that's it.
230 They need to put out more information to the people out there. I know there is a lot of disable people out there, I have a lady that lives across the street and the only time she can go out is when her husband is there. I believe that they can do a lot more to reach out to people with disabilities and language barriers.
263 I think I really covered it all.
266 No I am good. I am work.
279 Nope that's it.
4125 no.
3259 No I need to get back to dinner.
3264 Go Trump.
8190 No I don't have anything else.
8246 Nope, that's cool. I am good.
8255 Boss was calling on last question. Person hung up.
8268 nope
8270 nope, we are good.
333 I think that's it.
9138 not at this time
9140 not at this time
9194 not at this time
9219 that is it.
4195 none right now.
4210 not at the this time.
4211 no, that's it.
7105 not at this time
7126 nothing else at this time
7138 very valuable service to those who need it
2156 I'm sorry I really don't have any.

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 2167 I think that's it.
- 6286 Ok.. no. The lives of chronically disabled people are hard everyday. Its taxing to have to go through all these loops.
- 6313 no
- 6314 nope
- 6330 no not at all
- 6347 no, thank you, I appreciate the call.
- 8274 Well, like I said, they have enough information that they don't need full size busses. I pay attention to where my tax dollars go according to use. Seems like a waste.
- 2221 No we covered it.
- 2222 No I think that's it.
- 2236 No thank you I have nothing.
- 2240 thank you for the wonderful service.
- 2275 I think we got it.
- 2285 I think we got it all.
- 4263 None, that's it.
- 4287 not really. I think its a great service for the people that use it, and a great resource for those people.
- 4293 as a social worker, that its good there are so many options that are available for people with disabilities and people in rural areas...
- 4310 There's nothing I can say, because I don't use the service.
- 4323 no, that's it.
- 6349 Open on weekends. thank you.
- 6402 I really want weekends and Fri Sat late service.
- 6420 nothing else.
- 6422 Nope
- 6446 No, I appreciate that Cherriots is investing in the public.
- 8363 I don't know
- 452 None.
- 455 No.
- 467 None.
- 472 No.
- 6448 Nope, thanks for the call.
- 6465 No, Thank you.
- 6509 Nope that's it!
- 6510 Nope
- 6530 Keep up the great work.
- 6536 No thanks.
- 6549 I think its great y'all are calling the public. that's it.
- 6572 I don't have any.
- 6573 no
- 2323 I don't have anything else.
- 2328 No thank you I'm good.
- 2344 Nothing. Pretty much it.
- 2371 No that's it.
- 2378 really that's all.
- 2379 Nothing more
- 7235 that should be it, already said earlier

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 7255 not at this time
- 7270 no I had a very pleasant talk with you
- 7281 I don't have anything else to say because I just don't know.
- 7288 nothing else to say
- 3388 none
- 3392 none
- 3475 none
- 3478 none
- 3493 When they supported the kids who used it for school, that was appreciated. I don't think they do it anymore, but they did at one time.
- 4394 No, I don't have any.
- 4449 none.
- 4452 no, no more at this time.
- 4454 No, I don't have any.
- 4481 none.
- 8424 Just weekend service would be helpful.
- 8460 Nah, think I covered everything I wanted to give you feedback about.
- 8517 no there's not.
- 8575 Nope.
- 8595 Nope no other comments.
- 9347 nothing at this time
- 9410 nothing
- 9445 nothing at this time
- 9498 no
- 9520 no
- 9548 no at this
- 9551 none
- 538 I think you got all my comments.
- 571 I don't have any.
- 591 Open the bus on weekends.
- 615 None.
- 656 None.
- 694 I have none.
- 697 I have none.
- 2017 Can't think of anything.
- 5056 I don't have any thing
I'm concerned about the number of part time employees without benefits, its like many employers it does not help the community to hire part time employee. I don't believe that it benefits the community to pay part time and not a living wage. the community benefits when people are paid a living wage.
My biggest quest would be to have Saturday service and I know quite a few other people that would like the same service
- 5101 because we a kind of stuck here on the weekend, in order to get to somewhere else it is a very long walk to Lancaster or Wal-Mart
- 2017 Can't think of anything.
- 2052 Terminated during demographics, Bonnie said it was ok.
- 2074 Nothing more.
- 2087 No.
- 3044 none

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

3079 no
3088 None
4008 no..
4037 no, I don't think so.
4039 I don't know very much about the service, and I haven't had the opportunity to use it.
4053 I don't have any comments.....
6029 not at this time
6042 none at this time
6044 none
6061 none can think of right now
6095 no thank you
7043 No thank you
9197 I just wish the seats were a little more comfortable and safer because I have a disability and it hurts me so I can't take a regular bus. Stops are not convenient for me because they are too far apart.
5186 no that's it
5227 nope done
5253 I don't have any thing extra
5292 oh no that's all I have
6159 nothing
6163 I don't think so at this time
6167 no I'm great
6173 I would not oppose a tax increase to better Cherriots for environment and people can get there need to be no matter there income and not wait to long at bus stops.
6178 nope that's it
6203 thank you
6222 I lived in Salem for 40 years and things don't get any better and I work wish less fortunate and they need affordable and more convenient buses
6224 nothing at this time
7158 I am good.
7161 No there isn't
7234 NO, I don't have any.
3103 None
3118 none
3167 No
3168 No
4130 that the person who called me was polite.
4170 that's its.
3272 None
3311 none
4188 that the interviewer was very persistent and kept saying thank you for your responses.
4227 nothing that comes to mind at this time.
4236 no I don't think so....
6303 not really
6315 none
6330 I don't think so cause don't ride the bus system
7265 No thank you

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 7270 I think we're good.
- 7342 I think I am great. Your services are valuable.
- 5299 No id don't think so.
- 5313 no, you've covered it all
- 5387 I don't have much else to say I don't know that much about them
- 5014 no
- 5020 I think you did a beautiful job.
- 5032 Saturday Sunday service is a must. Especially for church.
- 5069 nope, thanks for the call.
- 5076 Thanks
- 5088 I will ride the bus more often now. thank you for educating me. you were very nice.
- 5109 no thank you.
- 5503 nope. that's about it
- 8041 none
- 7435 No, that's it.
- 7457 Nothing further.
- 7495 I think you are doing a great job but I am saddened about the amount of children I have mentored and could have referred and taught them more about the systems had they been made more public and known.
- 6359 bless there heart for having me make the call to contact people that could make use of these services without knowing and making better public contact with the ones who really needs the help with buses. most seem to be school kids and seniors and need to be more easy options without feeling stupid.
- 6382 no thank you
- 6387 none
- 6430 not anything
- 6456 weekend service!!!!
- 6497 not at this time
- 4315 I'm glad to hear you are doing the survey and I hope it improves the service.
- 2145 I think that's it.
- 2157 great job, thanks.
- 2189 I think you did a great job.
- 2191 That's all.
- 6001 no its pretty straight forward
- 6018 I'm good.
- 6043 no I don't think so.
- 6058 no not today
- 6108 I'm happy with them
- 6110 nope already said it all
- 6133 no nothing
- 6136 none
- 2017 No, you got it.
- 2024 No that's all.
- 2030 That's all.
- 2060 That's all.
- 2098 That's all.
- 5033 no, I don't have any comments
- 5039 no I think that sums it up

APPENDIX – VERBATIM OPEN-END RESPONSES: Additional Comments for Cherriots

- 4020 none.
- 4054 that's it.
- 4058 Overall, they do a good job. Everything can be improved... They can't break labor laws or BOLE regulations.
- 4111 Would like to know if there is a bus between Eugene and Salem?
- 4115 none.
- 4128 no.
- 5036 nope that's all.
- 5062 no thank you goodbye.
- 5072 Thanks for calling!! best of luck to you and Cherriots
- 5147 nope
- 7003 No, I'm good.
- 7029 Additional ones. Steady bus out or light rail line to Wallace and Kuebler back into city to expedite transport.
- 7198 No, not really.
- 9066 At this part she hung up phone.
- 4129 no.
- 2137 that's all.
- 2139 I think we got it.
- 2145 No, thank you.
- 2165 that's all.
- 2180 that's all.
- 7243 Nope.
- 7244 I am just very pleased with their service for my granddaughter. Its gets to people in need. Close to their homes in a good amount of time. They are reliable. I have never seen a customer on the bus that you have to worry about. I felt safe.
- 7247 Nope, I don't have any.
I would like to comment on the field trips several years ago when I was teaching there was limited budget for field trips and I was able to schedule appropriate field trips within Salem and Cherriots was allowed to ride for free. That was very sweet.
- 7248 About that, it might be interested to Cherriots when we returned, I asked the kids what they liked best, a third to half of my students said riding the bus. Those children had never been on a bus. I had 2nd, and 3rd graders. Yes, I want to compare as I took the bus in Seattle. The people there walked further 50 years ago to the stops.
- 7256 No, I don't have any.
- 7268 Oh, I am good thank you.
- 7270 nope
- 7294 I think we about covered it.

APPENDIX – VERBATIM OPEN-END RESPONSES: “Other” Ethnic, Language, Employment

2026	ethnic	European
2060	ethnic	Scandinavian and North European
2106	ethnic	German
8100	ethnic	American
8101	ethnic	Mutt
8134	ethnic	mixed
3036	ethnic	Italian
6001	ethnic	Portuguese
8270	ethnic	From Hawaii
4287	ethnic	half African American, and half Japanese
6402	ethnic	Icelandic
7043	ethnic	Mixed race, white/Latino
5186	ethnic	white Hispanic
3311	ethnic	Western European
7495	ethnic	mongrel. I don't identify any actual nationality
6058	ethnic	Ukrainian
2098	ethnic	mixed
2145	ethnic	Western European
286	lang	refused.
2107	lang	(note) and Spanish
2285	lang	Hebrew
3079	lang	calag
6058	lang	russian
9080	unemploy	7 disabled.
9082	unemploy	7 disabled.
6010	unemploy	7 SSI
230	unemploy	7 Person with disability.
4293	unemploy	7 self-employed
8517	unemploy	7 disability.
4170	unemploy	says he is on disability
4054	unemploy	disabled, in a wheelchair..

APPENDIX – VERBATIM OPEN-END RESPONSES: Source(s) of Information to Learn More

2060 West Salem library
1027 Transit center
1102 I would go to the Cherriots station
3046 I would read the little booklet
3061 brochure
7029 transit mall
7062 station
7076 downtown station
7132 main bus station
7151 transit center info
6018 go to the bus depot
6136 Building downtown
6150 downtown
6169 Cherriots depot
135 billboards
199 Cherriots headquarters.
9071 would go to county building.
9080 would go to the office.
9082 downtown
8009 TV
8027 friend
8037 Next door runs the Cherriotts services
8062 Go to the Chemeketa station
8100 I just go downtown.
8111 bus depot
4076 go to the transit station
4182 go to the center or public library
4199 at the transit mall
4203 go to the bus stop to get information
6301 Station downtown
7187 to office
7228 downtown info center
7243 library
7246 call my daughter
7306 transit mall
8120 downtown at the main bus stop. mall
8184 downtown to station
9197 Keizer station for information
9198 brochure from the depot
251 city hall
311 Father-in-law who works for Cherriots
396 The Cherriots bus station
2037 Cherriots.org
3102 transit station

APPENDIX – VERBATIM OPEN-END RESPONSES: Source(s) of Information to Learn More

- 4107 most helpful person is the driver
- 6001 ask a friend, flyers around town
- 6104 the station
- 7086 or .gov
- 8030 Library and downtown hub
- 9097 bus station
- 3111 Ask my neighbor
- 6114 brochures
- 6150 talked to friends.
- 6204 block and half from my office.
- 6207 downtown station
- 8094 downtown office
- 8145 bus station
- 266 Cherriots offices.
- 3259 bus station
- 3264 downtown office
(note) online application not always accurate. 1st using Cherriotts in anew town people in the office were very helpful and took the time and do excellent communication by phone.
- 8255 very helpful and took the time and do excellent communication by phone.
- 8270 downtown to the depot
- 333 Bus station.
- 9138 the transit station and bus schedule
- 9194 bus depot
- 4195 the Cherriots bus station
- 4210 the bus depot, or a friend
- 7138 downtown
- 6313 capital street office.
- 6330 the app
- 6347 brochure
- 2236 Transit mall
- 2240 downtown where the bus center is.
- 4287 the downtown transit station
- 4310 ask my husband
- 4323 wife
- 6349 Bus depot
- 6402 station downtown, other riders, app
- 6420 bus station downtown
- 6446 bus depot downtown
- 8363 county building
- 6448 bus depot
- 6465 Cherriots office
- 6510 downtown
- 6530 ask the driver
- 6536 oregon.gov maybe?
- 7235 station downtown
- 7281 city hall, downtown

APPENDIX – VERBATIM OPEN-END RESPONSES: Source(s) of Information to Learn More

- 3379 go downtown to the office
- 3475 Close to a transit center, to pick up a paper copy of the schedule
- 3478 Terminal, ask my friend
- 4481 to the city
- 8460 Cheriotts transfer station
- 8517 at the actual bus stop
- 8595 Salem parks or rec , chamber of commerce
- 9410 bus center downtown
- 9548 get on the bus
- 591 go downtown to bus station
- 5065 go down to Cheriotts office
- 5101 to the transit center
- 2087 Bus mall
I'd ask the driver. Will this bus get me where I want to go? Depending on the information he gave me, I'd
- 3044 know whether I want to ride the bus or not.
- 4008 whatever 3#S are available in the direction
- 4039 maybe my doctors office
- 6042 downtown transit
- 6044 downtown transit and bus drivers
- 7043 info window at transfer station
- 9071 Cheriotts office
- 9196 downtown
- 6159 downtown transit
- 7161 down to the office
- 3103 terminal station
- 3118 Know where the bus depot is downtown
- 3311 go directly to their office downtown
- 4188 also downtown
- 6226 knows someone who works there
- 7270 talk to neighbor who used it all time
- 7342 stop at a stop and ask driver for information
- 5014 downtown depot
- 5020 brochures, ask a neighbor
- 5032 ask someone downtown
- 5069 bus depot
- 5076 downtown depot
- 5088 bus stop for schedule
- 5109 bus depot
- 5503 bus station
- 8038 downtown bus station
- 7435 people I know that have used it
- 7495 downtown hub
- 6359 main office
- 4315 friends
- 9269 bus stops, bus headquarters

APPENDIX – VERBATIM OPEN-END RESPONSES: Source(s) of Information to Learn More

6058 bus stops
2017 downtown to bus station
5039 I would go to the bus depot
4054 mental health services
4058 go to the downtown mall. or the map
4111 go downtown
9097 Library
9141 not interested
4129 call the city
2165 downtown to the station
2180 downtown
7243 downtown transfer center
7247 I work for the city and there's information
7268 downtown hub
9222 talk to the bus driver
9224 their office
7294 bus stop or downtown hub

APPENDIX – VERBATIM OPEN-END RESPONSES: Mode, Routes and Schedule

7044	mode	12 caregiver
8063	mode	12 train
6287	mode	12 train, uber
8120	mode	12 tow truck
3036	mode	12 One-wheel
4105	mode	12 truck
6097	mode	12 carts
7029	mode	12 GOLF CART
4125	mode	12 pickup
2236	mode	12 Triplink
2275	mode	12 family and friends
6402	mode	12 medical transportation.
5077	mode	riding my moms ass
7043	mode	max when I am in Portland
7158	mode	work vehicle
5032	mode	friends
5076	mode	redline
3061	routes	33 Keizer transit station
3076	routes	33 the one to Portland
6094	routes	33 no answer
2236	routes	33 Triplink
6402	routes	33 1
4236	routes	Chemekata
6018	schedule	(note) 15 min intervals is great, he's never late.
6136	schedule	(note) Mother uses frequently, Daughter finds it kind of inconvenient. Multiple buses are needed to get places.
9071	schedule	(note) more frequent stops needed, and see people waiting a lot.
8030	schedule	(note) It doesn't cuz its nowhere near my house
8274	schedule	(note) If they put a fast track in the green grassy knoll into Salem, Albany Springfield/Eugene, Portland, or Wilsonville, it would probably be good. A direct run
3478	schedule	(note) Could make it work, I don't need to but if I had to make it work
7003	schedule	(note) I live in the country
7244	schedule	(note) at our age it is almost impossible to get to a drop spot in our area. My husband couldn't do it at all. He has had a stroke.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 2010 Quite pleased with the current level of service.
- 2026 Getting people to recognize, a public awareness program to educate to users. I really can't think of anything else
- 2034 I don't have anything. I would like to find out more info. I haven't rode the Cherriots since a teen.
- 2039 I don't have any suggestions.
- 2060 Calling people and asking questions where they are and what they need. Here's the problem they broke the publics trust by asking for money then "finding" 100,000 dollars that was backwards upside down and made it hard to trust them. The fact that they screen people is good especially for the Cherry Lift, making sure who needs the service is prioritized. They need to be aware of the areas that have the most need for patients. They need to adjust the times to accommodate those who truly need it and don't have any other options for transportation. I think that's about it.
- 2084 I noticed that a lot of the buses maybe have 0 or 1 passenger maybe they could survey how many people ride to which stops to create a better system using less busses gas etc. that are unneeded. Nothing else.
- 1020 No clue
- 1025 I don't have any
- 1027 the tidiness of the buses I think a lot of that comes with it being such a big system. I think that is hard to fix and they are old an worn.
- 1062 I don't know of anything
- 1086 add Saturday hours
- 1093 I have always thought that they could work with the school system, and if they had smaller vans maybe they could afford weekend service
- 1102 I think they need to have more of there stops covered, and I think they need to put more places to pick up people
- 2106 They need to run longer hours for people who are working especially. Weekend service would be great. That's it
- 3046 The weekend travel would be one thing; I think that's about it.
- 3061 I don't have any suggestions.
- 3076 Free transportation for seniors and handicapped; seniors can't get it at all; they have all this money from the lottery so I don't understand why they can't do that. Get the money from the Dept. of Transportation. 65 and older for example. Put it down out of the legislature and give it out as a bond measure or whatever. They can improve it a lot, and that's why some of these buses can't go in the other areas. They don't have the funding; if they can get it through the State taxes, they can improve it for the bus system. I would like to know what's out there; it would increase their ridership if and it would be nice if they would advertise and let people know what IS available. Somehow make a big deal of it, a big splash in the paper, advertise if they want people to know; I'd do it. I would participate.
- 3082 Look at how Portland buses work; I can go to Wilsonville and park my car and get on a bus and take it all the way there to Vancouver Washington, but I can't get to my friends house sweigle rd.
- 3084 Get more money; it's very difficult to set up a tax base; you have two different tax bases in two different counties.
- 3111 I have no suggestions; I don't know.
- 7020 I don't have an opinion
- 7029 weekend service
- 7033 campaign just ran for payroll tax provided good info but don't know how they can convince people the service is necessary. because I work odd hours my car is only option
- 7044 no Sunday service, expand to 24-7 a week and cover all areas especially outlying areas, need more federal grants to support it
- 7055 call wait times need to be better to get service, see what difference between Portland and Salem and how they operate there system
- 7062 nothing for me, but for other people weekend services
- 7076 stop cutting routes,
- 7077 we need to run another money measure to pay for extended services
- 7080 need weekend service for people
- 7123 more services and weekends
- 7132 running on the weekends
- 7151 operation on weekends and to river road so
- 6018 No, they seem to have everything in line.
- 6072 More convenient bus stops and weekend service is needed. Closer to my home. Saturday and Sunday. There is none

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 6094 nothing else
- 6136 More frequent service (every 15 minutes), nothing else
- 6141 none
- 6150 none
- 6169 We live in Keizer , we drive river road all the time, traffic slows and stops with the buses along river road. traffic has to stop. That sometimes is pretty frustrating because you get caught behind the bus. The buses have to stop and it would be nice to have pull outs.
- 104 I think get turn outs on all bus stops so that buses don't stop traffic.
- 105 In my case more stops, no stop in idylwood. I'm not to sure where the best stops are in idylwood. The current stop is two or three blocks from our street. and it is up a hill.
- 135 No. No, I'm not sure. It is difficult for me because I don't use the service.
- 199 Adding weekends and evenings and early morning. where I grew up, and that was in the 50s, I had bus service until midnight from 5am, and every 15 minutes, and every weekend, and I still consider that normal, and it is not the same here.
- 211 No because I don't use it. No.
- 9047 the only thing to get 7 day service. A lot of people are suffering because businesses are suffering because people are unable to get there.
- 9062 Run 10 hours 7 days a week or some cut back on the weekends but still make it available on the weekends. An easier way to understand their schedules and stops. The last time I went on their websites, it was very confusing and hard to find routes and schedules. Maybe a search that allows you to put a to and from gives you a suggested route.
- 9071 ask more money, that is it.
- 9080 more buses and drivers and more routes. More safety lean shield sheds covered from the rain. Sometimes people are out at night walking and buses came for night hours. If there were air conditioning in the summer hotter months. Also heat in the winter colder months.
- 9082 not at this time.
- 8009 Again, unknown. The only thing I can think of is weekend, senior, and disabled access. Nope, can't think of anything else
- 8027 Marketing. Strategic and straight forward, not complex. Focus marketing. Like for me personally, if they were smart there would be one major route and nobody knows!!! Even for those that don't know. Might have highest number of ridership. No, I think we did good.
- 8035 I really don't have anything
- 8037 Nothing other than having them ran on Saturday. No, that's it.
- 8058 Weekend service so people could get to church and school kids would probably be able to get around too. If they could make it pay to have weekend service.
- 8062 More routes because I live further away near the school Candelaria. Nothing else.
- 8063 I guess just get more information to the community. I didn't know anything about it. No, that's it.
- 8077 I don't use it so I couldn't say.
- 8085 More information of services they provide getting out. I am really no help because I don't ride it.
- 8100 Have improved the system since they got rid of the one long through town. NEVER on time. Get rid of current management and get someone in there that knows how to run it. That's pretty much it. And I would vote to give them anymore money for weekend or anything else if they can't take care of what they have. Not really that is pretty much it. Any votes for more money I won't support.
- 8101 Weekend service even if its reduced service. I think they do a pretty good job with everything.
- 8108 Shut them down and save my tax money.
- 8111 I think they need to give better service with hours and places.
- 4063 I don't know...cost to much for budgeting, ticket are reasonably priced, because the cut the service on weekends, is an expensive proposition, have faster service. Could be convenient,
- 4072 would not have the foggiest.
- 4076 need to earlier in the morning and run on Sundays.
- 4103 to be aware of changes, don't always look out for what areas and bus stops are needed, that the service is different than Portland, they brought in others from another area to make these decisions.
- 4120 I think they need to have more conversation with the community.
- 4154 lower their fares.
- 4182 none
- 4199 just the weekend service is critical to people at the bus stops, I understand the bond money in necessary for weekend service..

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 4203 no
- 6287 Downtown is becoming more diverse. Cherrits would benefit from railcars. Across downtown grid, to edgewater, and west Salem. Music, restaurants, etc.. It would be a benefit for drunk drivers and partiers.
- 6301 No not really. I'm not an expert. They tried to get money for more service and nobody wanted to pay for it, so I guess, try again. that's it.
- 6305 No Nothing
- 6322 I don't have any
- 6342 nothing else.
- 7187 weekend service and later at night service
- 7228 I don't know. when I ride a bus Portland people thank the driver but not here.
- 7243 I would like them to have more routes and weekend service
- 7246 none at this time already let you know
- 7306 no
- 7339 I know they cut back services for disabled folks is a hardship on them, how many stops they had and weekend service
- 7355 increase fairs, so more funding to provide more services
- 7380 I don't have any
- 8120 None
- 8134 Triplink is messed up. Length of holding waiting is unacceptable. I booked trips for patients and it is wasting money and not helpful. I don't enough about it but I know its very important to the community. If I knew more about each of the services I might use them.
- 8140 They need to advertise more. I am not the right age now but in the next 5 years I will come to an age where I might need it and hope its still around.
- 8145 I suppose that advertising towards people that aren't regular users as towards why they should use the buses. Public service announcements. I think the people should know why they should use it.
- 8158 Closer to populated areas. Quicker routes between outlying areas without transfers. I am about 8 miles to transfer station, takes 40 mins to get to the bus stop down to the transfer station. I don't have 2 hours to get down town. Your system is screwed. If I live in South Salem and have to go 2 hours to get to an area that I can get to in 20 mins.
- 8184 Weekend service would be great. They need 7 days a week bus service and maybe a little bit later say end it at 11 pm or something maybe even midnight.
- 8185 Weekend , for sure weekends and Holidays. Have busses on the weekends and Holidays, there is no service now. That's the main deal with me. We need to have community transportation every day of the week. I believe its really important to have bus service on the weekends. because the people that don't have their own transportation some of them still works jobs on the weekend. Help economy by being able to shop downtown. This also affects the elderly that don't have transportation. They would be able to access restaurants also downtown.
- 8190 More of a community presence, letting Cherrits get it across to more people what services they offer. I think that. More of a social presence, advertising say like on Facebook.
- 8238 Better neighborhood service south southeast and its hilly. And you have to walk up and down the hills to get to the stops. Better service for the communities that are hilly.
- 8240 I don't know.
- 9188 I don't know.
- 9197 I have nothing more to say.
- 9198 do not have any right now.
- 9213 need more money, to upgrade bus lanes. to allow pets on buses with good rules.
- 9226 I do not know
- 9227 nothing at this time
- 9236 7 days a weeks 16hours a day of service
- 251 I don't have any suggestions, since I don't ever ride them.
- 278 I honestly don't know, but it seems that people like it. No.
- 286 Maybe they should take to the streets on the surveys. be on the buses, and talking that actually use the buses.
- 311 Have Saturday and Sunday operation hours. Nope.
- 321 I just think it should be more available, you could not have a car. I don't see buses. It doesn't seem like there are a lot of options. It doesn't come often enough.
- 384 Commuter travel between Salem to Wilsonville. It is impossible to have a ride home because there is no bus service after nine o'clock, or on weekends for that matter.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 396 Just to have Saturdays and Sundays service, that would be nice. No that' about it.
- 2037 One thing that has been a problem is there is no way to know if the bus is late. If it snows it would be nice to sign up for a notification or a way to look up to see if they bus is running late. when it was snowing if I knew that I could walk to a covered area that would be nice instead of standing in the snow for 45min because I didn't want to leave the bus stop, didn't want to miss it. If they could increase that communication that would be awesome. and that's about it.
- 2053 It needs to be time appropriate. I used to take it in the past now it's different and takes way too long it's not worth it. It's just a time factor don't want to get up at 5 am just to take it when I can drive and arrive earlier. and that's basically it.
- 2062 I really don't have any.
- 3036 My suggestion would be more campaign outreach for people like myself about all the services provided. Public based campaign, get the word out to people.
- 4050 WHENEVER I SAT IN THE BUS, FELT THEY COULD BE CLEANER FOR PASSENGERS, the seats were uncomfortable, and I think there weren't a lot things to things to hold onto such poles or safety poles.
- 4056 I don't know.
- 4105 as for triplink, they are not always reliable when dropping someone off, and when picking them up. especially on holidays and weekends and is not easy trying to reach them, and the transportation is not reliable when clients are trying to get home.
- 4107 I would like to have Saturdays back!
- 6001 Since I haven't ridden them I wouldn't be able to say anything good or bad.
- 6004 Drivers need to slow down and turn corners less wide. Service for state workers. park and ride doesn't cut it.
- 6009 The whole service needs to be revamped. running empty buses is pointless. I don't think it is financially effective. we are not a metro area. most people drive. The salaries of upper management are extremely too high. they are way overpaid.
- 6010 Nope
- 6011 Find a way how to educate the public about the buses. Welcome packages for new residents. I don't know much about it. if I knew more about it I would be more likely to ride it.
- 6012 Earlier service, 6am. also reaching out to cordon road. and that area of town. that's about it.
- 6097 Increase the carts service, nothing else.
- 6104 I don't know. you can put your bike on the bus. Nothing else.
- 7024 MOST COMPLAINTS ARE AROUND EVENING WEEKENDS ROUTES AVAIL
- 7029 just told you
- 7038 to be open on weekends
- 7070 not at this time
- 7086 already told you
- 8022 By far the biggest issue is weekend availability. Because those who rely on it limits their options significantly
- 8030 We need more rural. Again to cut down on congestion, pollution, and ease. Basically a good service, more frequency of trips and would save a lot of money individually. If I had a stop near my home I have 4 college students children and would assist in their finances.
- 9007 no I don't
- 9081 special needs are great it would be supplemental to have an outreach program, to help people and would remind to use more.
- 9097 I think that they need a book about what is going on public buses, for parents of minors that are riding alone, to help improve policies of minors maybe an age limit. Children should not be able to ride after 16.
- 116 I'm good. I moved from Eugene, I have really used the service here so I don't know how much it differs. At Salem they have a limited schedule, and they did weekends at Eugene.
- 199 Ask to go later at night and Sunday service. That's all.
- 2101 I really don't have any suggestions I wish I did. I drive my own car.
- 2107 I don't think they can improve anything they are pretty good.
- 2152 They should have Sunday service, longer hours to at least 11pm. Also, more often times ran like every 15 minutes. and expand their routes around town. and that's all I can think of right now.
- 3111 I don't know
- 3175 I would just say that seems to me that they could save some money by analyzing their routes, and create a system that's more consistent with the downtown system.
- 6114 no thanks
- 6150 You guys have a way to pay for bus rides that are non cash? with a card or electronically. my suggestion is that..
- 6204 Offer weekend service, longer hours. They cut service at 9pm. they start early enough. If they had longer hours I would park my car,

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- and ride the bus and go party. not get pulled over for a dui. I can take the bus and then pick up my car the next day. 11pm would be fine for a last service. give people a chance to get home.
- 6207 I don't have any
- 8094 Sunday service because that is the day that some people need it and its not there. That's it.
- 8125 None.
- 8129 I guess for people like me that don't know, make people aware of what they do offer. That's it.
I don't know. They need to do an analysis of their entire program. I feel they are out of touch with the community and as a tax payer I think their direction. There needs to be some boots on the ground and see what's really happening. Makes 0 sense to spend millions of dollars of transit expanding. Outside of the core hours it is scattered and needs to be capacity. They need to look at core times and lessen times when bus is not being used. I don't feel that Salem is as open minded as Portland. They just put bike lanes in and Salem and no one bikes. They took a whole lane away. Sore subject on spending more money on transit down to (note) sore subject for taxpayers. There definitely needs to be public transportation for those that don't have the means to get around. Running errands you have to carve out an entire day if you use a bus so it doesn't make any sense. Experience with grandparents who used it and then they took away the stops and they could no longer handle the timing and routes of buses. It would take them 3-4 hours.
- 8145 I can't since I don't ride. It seems like they run a good system. I know it is a highly needed transportation system for our community. I am not a voice of expertise.
- 229 I am not a voice of expertise.
- 230 Seatbelts, I think there should be another helper, specially if there are any disable persons on the bus. I believe the bus should be clean, they literally have to wipe things down.
- 263 I think that they should, I know that Eugene has a good service, to get with them and see how they make their service work 7 days a week. and ask other communities to see how they do it.
- 266 No I just believe it is a essential service. It is good quality.
- 279 I can't think of any. Nope.
- 4125 could consider improving their weekend service, and possibly run later in the evening, like for younger people working later that need to get around, and when they end the service at 9:00, there is still a lot going on..
- 3259 Add weekend service. The mobility special service such Cherrylift is rarely on time.
First of charge the riders what it actually costs to operate instead of whining about tax dollars. Personally I wanted Cherrriots to shutdown, they were trying to get taxes imposed on small businesses, but the rest of the taxpayers said no we are not giving you any money. I think they should be should've shutdown for trying to get taxes imposed on small businesses. I am a small business owner.
- 3264 Personally, put information out to the public just as I am sitting here and know nothing. Marketing more of the services they provide. That's it.
- 8190 I keep hearing them reducing routes and they should be increasing. Last time I was in Salem talk about shorting times and routes. If you are going to service a community, serve a community. Have to be in all the way to be of any service. That's it.
- 8246 Little bit of extended hours would be great and Saturday and Sunday would be great so the people that work on weekends could still use. Boss is calling I have to go.
- 8255 The only thing I say is I have a disabled person who gets very nervous when they talk about changing and canceling routes. That is her only mode of transportation. That's it.
- 8268 covered bus stops put back. The bus stops more clearly marked. Instead just the small little stand with the bus route number on it, have a larger indicator.
- 8270 Weekend service would be excellent. To improve the frequency of some routes. For the routes to operate at night hours and longer hours.
- 333 they need to go back to have earlier routes in the morning and evenings as well as weekends.
- 9138 none
- 9140 not at this time
- 9194 nope
- 9219 working with possible tri-met in the Portland are to try and schedule they're routes accordingly, also to add Saturday and Sunday to their schedule.
- 4195 I don't know.
- 4210 I don't have any..
- 4211 security of bus drivers due to crime need to keep a better eye, more cameras needed.
- 7105 communicate with local govt partners better,
- 7126 having a route book all under one book not separate pamphlets
- 7138 I really don't have any idea
- 2156

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 2167 I think Sunday service and Saturday, just weekend service. That's probably it pretty much goes where it's needed.
- 6286 Less paperwork for disabled people. there should be no questions.
- 6313 No, Its really good bus.
- 6314 The weekend is really all I have.
- 6330 No.
- 6347 No not right now. I am concerned about the drivers safety, because of scary looking people getting on the bus. druggies or med heads.. maybe help them be safer. no suggestions..
- 8274 We do need a transit system but one big bus with 6 people on it is a waste of my tax dollars. Sell some of the big busses to Portland and get some of the smaller vans. Everywhere else I used busses but do deliveries with my transport truck.
- 2221 Expanded hours, running later in the evening so that people that work can work later and be safe. Also, weekends people going to church and shopping. That would probably do it.
- 2222 Easier online system. Hard to figure out bus routes online for my kids. and that's it
- 2236 I have no idea
- 2240 Be kind and helpful and respectful. Treat people equally despite nationality and disability. and that's it
- 2275 Make more buses for the routes, there's not enough room. they need to expand their routes, they cut some routes and now they are way too packed. and that's all.
- 2285 city interconnect would make a big difference, if people could connect to Portland from Salem. Weekend service would be great then I may not drive. and that's it.
- 4263 Friends use the service, aside from using a taxi, its not practical for you, and the current schedule doesn't always fit, and they have to sit there and wait.
- 4287 I really don't see any.
- 4293 I cant really give any advice...
- 4310 I have no idea.
- 4323 I come from a city that has light rail and I miss it.
- 6349 Providing a weekly newsletter. Cleaner buses. they are always dirty and smelly. Weekly costs not daily or monthly. Get rid of the pee smell. @ hours to make it to Lancaster
- 6402 Weekends, Fri sat nights should run late so people can go dancing, and some people cant afford a taxi. I would like to see a bus that travels outside the Keizer station center. one for target, 2 for the area across the way there. maybe a hub to go to the stores because they are spread apart.
- 6420 Weekends, extended service for areas that have workers that get off late night.
- 6422 Nope
- 6446 More funding. I don't really know anything else. they're doing really good. get in front of the school more. capitalize on the younger generation by providing inexpensive options for them.
- 8363 I think that they could get a payroll tax on the district to make the state pay their fair share on what they get. Establish a better system like Chemekata and Willamette so the people who are students could get around for 7 days a week. Had the relationship with the schools to contribute commensurate funding like Lane County to provide better service. If they did those two things they would be well on their way.
- 452 I have none. I'm sorry I don't use the service. I know they have bus service.
- 455 No I don't have any suggestions. I'm not sure.
- 467 I don't know. No.
- 472 No because everything seems fine. Add weekend service.
- 6448 I have no idea.
- 6465 I don't have anything.
- 6509 Cherriots to the airport. that's it.
- 6510 Service later in the evenings til 11pm. service on weekends. that's it.
- 6530 Nothing really. just consider weekends.
- 6536 Maybe create more time period for the bus to run. Extension of hours of operations til 5am - 1030 pm
- 6549 They need to figure out how to become more independent. Get more people to ride because I see a lot of empty buses. that's it.
- 6572 I don't really have any.
- 6573 Management changes. stop wasting money. Better service for the money that we pay.
- 2323 I don't know really.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 2328 The bus 11 runs from west to east, the Chimala Health Center stop needs better visibility. Very dangerous you can't see people standing there, poor visibility with just a small sign. that's all.
- 2344 none that I can think of.
- 2371 Sat and Sun service and 24 7 bus service. and that would be it.
- 2378 better funding and that would be it.
- 2379 No sorry nothing
- 7214 don't run red lights, almost got ran over yesterday. need to be more careful. Buses are dirty inside and not so sure about safety. Need to do more for elderly.
- 7219 I don't know enough about it right now to say
- 7235 expanding hours and days or service on weekends
- 7247 I don't have suggestions at this time
- 7255 really right now its improved a lot from before. everything is accessible right now
- 7270 a survey might help to get people answers to hard questions
- 7281 I don't know what all service they have but seems pretty well rounded
- 7288 cant say much, but glad they are present in our community and available
- 3379 nothing right now
- 3388 More frequent service on high volume routes, the routes that go to the NE part of town; those buses are full. In general, that's why I don't use them because I can walk and get there sooner
- 3392 we need weekend service;
- 3475 I would like them to figure out how to work with the school district to keep the buses full. I stopped using them because they weren't cost effective for me.
- 3478 If you're considering weekends and holidays, go for it!
- 3493 I think if people need it any day they need it every day and it's my understanding that they did away with the weekends.
- 4394 I don't have any.
- 4449 being available on the weekend for those going to work, and smaller buses.
- 4452 I really cant help you there, since I don't ride, I do wish there was a service from Salem to Portland, know some people who could use this service.
- 4454 I don't have any suggestions, I'm probably not rational enough to make any.
- 4481 no.
- 8424 Weekend service. Bus schedules and where they stop could be easier to understand. Printed to bus schedules are unclear about where and when they stop.
- 8460 Personally, better connection to #12 at Chemekata College. The other day I was coming home, I had to walk a mile because #3 and #12 don't mesh well.
- 8517 Really, really no information. Have some more people accessible to answer phones for information. Red Line and Cherry Lift, on hold for a whole day when I called. Then I had to be put on an answering machine for a call the following day. That's all
- 8575 none, again I don't use it.
- 8595 I really don't have any suggestions. I won't use it or know enough to suggest anything until I get older
- 9347 eighty years old does not qualify
- 9410 no
- 9445 they need to advertise to know about all the services.
- 9498 no
- 9520 no
- 9548 I don't and quit surveys
- 9551 no routes that get me to work on time, I live in Kaiser the routes are messed up for going downtown, there is no fast way of getting from Kaiser downtown. Could the bus be downsized to cut costs?
Number one: don't make people pay more than one time to go on two different buses. \$1.60 is already expensive. All day ticket of 3 dollars is also expensive. The other is that if they are going to have this connector service, it seems like they should make it more convenient. They should have possible many more stops close to you. Most of them are like half a mile from where you live. Have more stops closer to people's houses. Use smaller buses at less peak times. and if they could have a online service where you put in your addresses and it shows you what routes to take like an online route planner. Make the fare cheaper.
- 571 I could not give you an answer. Don't know.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 591 Be open seven days of weeks regardless of how many people need the bus.
- 615 I would like better protection for the bus driver. Sometimes people yell at the bus driver. for the police to be able to respond instantly to incidents on the buses.
- 656 I don't have any input that way.
- 694 add Weekend service and after nine 9 service.
- 697 Have buses operate earlier like at 6: 30 am.
- 698 I think add weekend travel.
- I see Carts the smaller buses and pick someone up then 5 min. later another will come and pick someone up and that costs money.
- 2017 It's too accessible to the one's using the service and they aren't paying, most are on public assistance. It needs to be more user funded is most major. Serve it more like a taxi so it's not scrutinized. and that's it.
- 5056 I don't have any
- 5065 I have no suggestions
- 5101 Saturday service, it would be so handy to go downtown on Saturday or anywhere, I live in an apartment complex and I don't have a car so it would be so much nicer.
- I see Carts the smaller buses and pick someone up then 5 min. later another will come and pick someone up and that costs money.
- 2017 It's too accessible to the one's using the service and they aren't paying, most are on public assistance. It needs to be more user funded is most major. Serve it more like a taxi so it's not scrutinized. and that's it.
- 2052 They need to run on Sunday and longer hours during the day. and That's all.
- 2074 service on the weekend
- 2087 The buses are empty. Get rid of the buses, because it's a waste of money, there's not enough people who ride, they're spending way to much on this service. and that's all.
- 3044 I've never ridden Cherrriots but once in this last year; I'm not familiar enough to make a criticism or a commendation
- 3079 they should start serving donuts
- 3088 They need to market it more to the seniors, like at the residential homes, so that they don't always have to use the home vans, like Bon Adventure
- 4008 no I don't.
- 4037 it would be nice if the went later in the evening, for people who need to get back and forth from work.
- 4039 I don't have any, maybe to have more information, like more information on the services , like for a the doctors or the veterans office...
- 4053 they should be more service around where you live, my route is Dearborn.
- 6029 extend hours is the biggy, weekends and nights
- 6042 I think weekend bus service is very important, shorten wait time to book rides thru tripLink, drivers could be more friendly and wait for residents,.
- 6044 stopped using punch cards, transfers are not easily accessible
- 6061 weekend service and more stops
- 6095 no I don't at this time
- 7043 Possibly more frequent on routes. When I rode the bus in Portland they came every 15 to 30 minutes and here it is an hour.
- 9048 Add night and weekend service is important. Having more bus stops is important and getting location quicker is important.
- 9071 I have no clue. I not never used one.
- 9106 I can't think of anything. I couldn't get the connector within a certain time frame, I don't know why I was not able to book during a certain time.
- 9168 There are actually courteous and kind. The buses are pretty good. No suggestions.
- 9196 Change the schedule so that they can add Saturday into the system.
- 9197 Saturday service. Stops at more places. Have them run long enough more evening hours.
- 5186 Weekends, they need weekend service most jobs require weekend service and it compromises their job if they cant get to a job. also its hard to get to the job and day care
- 5227 the weekends and the holidays, so bring back the weekends and the holidays, because cherrriots stopped running and its detrimental to the downtown community, especially to people without vehicles and youth
- 5253 I don't have any at this point
- 5292 they need to extend their hours especially for people that are working night and weekend shift, they need to have more shifts more frequent stops

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 6159 they just go north to south and need to go more east and west to Keizer
- 6163 run on weekends and holidays if possible
- 6167 no I don't know any
- 6173 being sure people can get to medical appt and service for people who need it on weekends
- 6178 nothing, don't need improvement.
- 6203 wish they would run on weekends, for my kids and community would support them better
- 6222 run 7 days a week and for a capitol city it needs to be better served
- 6224 more surveys so can learn about them
- 7158 I have none
- 7161 The willingness to help people like me that don't understand things. People have the tendencies to talk real fast or rude.
- 7234 Weekend service would really help. We share a car and weekend service would be very important when our schedules conflict.
- 3103 More frequent stops; more places to pick up the bus; the bus could go to big events i.e. the State Fair and to popular attractions i.e. the Carousel;
- 3118 Open on the weekends; provide services on the weekends, for everybody but especially for the seniors
- 3167 I think that Cherriots is great but I would like them to increase their service to holidays and weekends. I have friends who need it on the weekends. Especially those from the West Salem area.
- 3168 Can't think of anything
- 4130 better service to west Salem, especially with the bridge issues.
- 4170 Put in a light rail system, like tri-met. We need more airport transportation in Salem. example is super-shuttle. it is pretty expensive to get to the airport.
- 3272 Provide Saturday service for the Saturday Markets.
- 3311 Same thing I said: better management.
- 4188 they need to lower their budget, they also need to better train their drivers, not to be king of the road and go with the traffic...
- 4227 survey is a excellent tool, should bring down to the teens and people who are using it. should be for the actual riders..
- 4236 I don't think of anything right now..
- 6303 I don't have any
- 6315 I think people need Saturday and Sunday service and needs to be affordable
- 6330 couldn't offer any since I don't really know, but weekends are important
- 7265 I don't know. I don't use it. Seems to be fine just the way it is.
- 7270 Telling them to expand. I mean if they were available closer to suburbia. I realize they can't put stop on every corner but for those people not having licenses, expand a little further out.
- 7342 I don't know. I would like seeing a table at the school at new Employee orientation for the Salem Bus system being the people at orientation are new to the area and might help them.
- 5299 to tell you the truth I really don't know, I don't ride the bus
- 5313 weekend service, my son has used it but working on weekends he has to depend on someone else for transportation
- 5387 I'm not familiar enough to be able to say
- 5014 Teach the drivers how to handle disabled people. They don't know how to move us or buckle us.
- 5020 I wouldn't know. Where I'm from in Camp Pendleton (Oceanside), the buses' drivers could reroute on demand. it helped out a lot.
- 5032 Don't change the routes at all. And weekends.
- 5069 Weekends, nothing else
- 5076 Weekends.
- 5088 Weekends are a must.
- 5109 No they do a great job. weekend service.
- 5503 I actually don't have any since I don't use the service, I just wanted to say my scores are not based on service or lack of great service I just don't use the system. The question on how important it is to the city I think it is a very important question.
- 8041 more evening and weekend and holidays schedules.
- 7435 They increase service to Saturday and Sunday.
- 7457 Don't really have anything

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 7495 Pamphlets come in the mail once a year with new bus schedules and Programs you offer. I didn't know these programs even existed.
- 6359 would be nice to have more help for seniors and maybe brochures at doctors offices and easy to understand they are a group of people who really need it. also Sunday service for church and other places.
- 6382 more press to get out to people to use sat and service and Sunday. opportunity for discounts for students and HS and college.
- 6387 I don't know any
- 6430 couldn't say cause don't use it
- 6456 weekend service, for people who have to work and kids to go anywhere and depend on buses and have to taxi or etc.
- 6497 I think they should have weekend service because of shopping or church.
- 4315 I think the evening and weekend service could be restored.
- 2145 More routes to residential areas. West Salem should be less time to wait to get across the bridge, it only runs every hour. and that's about it.
- 2157 I really don't have any. I appreciate that they are there. and that's it.
- 2189 Need to make more people more knowledge on the need for public transportation. More marketing to get the word out. They do a really a good job. and that's all.
- 2191 The buses are too empty, they need smaller buses, they're never full. and that's all.
- 9262 I have no suggestions because I like the service.
- 9267 Where we live the stops are very far apart. some stops are very far apart. But then there other stops that are so close to each other and there should be a little bit of space between them like a block more. Add weekend service. Add night hours.
- 9269 I have no suggestions. I believe everything is fine. The bus is well-maintained.
- 9299 Add they should run more often. Instead of running they should be there every 15 minutes. Get smaller buses to get there stops way more often.
- 9301 Add weekend service. The hours worked for you. I can't think of anything else.
- 6001 nothing comes to mind.
- 6018 weekend and evening service important, so many people responding negative when comes on ballot.
- 6043 I would say having weekend and holiday service.
- 6058 nothing today
- 6108 none
- 6110 I work as a councilor, tri-met did a screening for medical transport and see able body people taking advantage of that service and if freed can give more help to folks that needs it.
- 6133 weekend and week day evening service, flex pass for ridership not a full month
- 6136 weekend service and bus stops that are more in the hills of south Salem
- 2017 General public needs to know costs and how to ride. why are they running a big bus that's empty, they cost more to run and need to be filled. I think that's about it.
- 2024 I drive so I really wouldn't know.
- 2030 run on weekends, that's all. I would actually throw in tax money to make that happen. and yea that's all.
- 2060 Weekend and evening service. I think that the feeder idea in Salem is a good idea but not having availability on weekends makes it difficult. They should allow animals, how can I take my pet to the vet or dog park if I'm not driving. That's all I can think of.
- 2098 Weekend service and run later at night. Expanded bicycle carriage/storage. that's all.
- 5033 probably time of day, the only services I see so far that come in start at 6 or after in the morning.
- 5039 have them run on Sundays that would be a big one. their used to be Sundays, I believe that we can afford to have them run on Sundays, if we budget our money in a different way, the budget committee.
- 4020 more hours to the times that the buses run, I know they're under financial restraint. I know they keep coming back for more funding, and I wish people would vote for it, its not under their jurisdiction to make these changes.
- 4054 oh they're all right , like they are.
- 4058 if it were better, some the ways they implement services need to have more input by the drivers. Because, the drivers know where the riders need to come from in order to take the bus. Cherriots needs to listen the drivers. the planners don't listen to the people who knows what's going on (on the frontline. Its impossible, because of the time and distance for drivers, mainly cherrylift and carts, to have a break, and not go without lunches. These two routes are demand sensitive...
- 4111 they should have it running on the weekend, that prevents people from using to get there when they need to get somewhere, I think they're doing a good job. You could get off at one stop and not have to pay going back the other direction.
- 4115 money could be used for better service then what they do, such as Saturday service, maybe the frequency of some services and the way the certain routes are designed, some of them are unreliable.

APPENDIX – VERBATIM OPEN-END RESPONSES: Suggestions to Improve Service

- 4128 none
- 5036 The weekend service is important.
- 5062 No
- 5072 The weekend.
- 5147 Smaller buses for gas mileage. and because people aren't filling them up.
- 7003 I don't have anything
- 7029 The whole city is mucked up. This area is too sparse for too many areas to be served effectively. They need outlying connector points for people to park and ride. Then it needs to be every 15 minutes. And on weekends, people need to get to work and shopping on the weekends too. Government employees use up all the parking downtown. Maybe they should be required to use the service.
- 7198 Definitely if the busses ran on the weekends and SOME holidays the ones that people still work. Ran to 1030 pm to accommodate for later evening workers such as restaurants
- 9011 Add weekends, I prefer Saturday but both Saturday and Sunday would be great.
- 9016 Add weekend service because particularly a lot of low income folk work on weekends.
- 9066 I think they need to run on the weekends.
- 9097 Extend their hours of operations so that people working after nine o'clock can have transportation. Extend their service areas to other counties. I think they should operate seven days.
- 9182 Add weekend service. I don't know much.
- 9188 Add weekend service because a lot of people needed because they can't drive anymore. or late at night either like at 10 o'clock or so. I think there should be some stops on minor. The stops are hard for elderly people or kids to get to and it could also put them in danger if they are so far.
- 4129 I think they're making the information available, and making people cognizant of their service.
- 2137 I'm not sure I need more info.
- 2139 I'm not sure, I get frustrated how the routes go, I wish they could figure out a better system, they need to run later hours, and that's all I can think of.
- 2145 More frequent service during snow storms might influence non riders to use it. They cancelled our route to Crestview because there wasn't enough riding but we really need that service here. More service to areas where elderly live. That is it.
- 2165 Weekend service. Not too sure about having to go all the way downtown to transfer to another bus, it's out of the way and that's about all I can think of.
- 2180 they need to budget, if they did then they might be able to provide more needed services. weekend service and that's all
- 7243 There should be later service during the week and weekends because it costs me \$100 a week for taxi to get to work. During the week I have to take a taxi home because the bus doesn't run. It should run a couple hours later.
- 7244 The little bit I now about Cherriots I think they are doing a good job.
- 7247 Maybe the weekend service, I don't know. I don't think they offer it right now and the people that depend on it can still get to work and places.
- 7248 I really don't have a way to answer that since I don't know much about it.
- 7256 Well we need it. Because there are people who don't have their own transportation.
- 7268 I rated a 4 in the last questions because they are not too good on their advertising. Get the message out there. I definitely see the need for weekend service, people just don't work Monday thru Friday and extended hours. People that work later can't use the services. Earlier in the morning and later in the evening.
- 7270 I would guess probably service on weekends and run in evening. Later for people who still need to get around.
- 9222 Add weekend service.
- 9224 Add night hours. Add weekend service.
- 9227 I have no idea I have not used them.
- 9235 Add weekend service. This is the main one.
- 9278 Add weekend service, preferably Saturday. For example on Saturday from 6am to 6pm.
- 7294 Some form of 24 hour of service is needed in a city this size even if it is a little service. If somebody goes to work across town and needs to go downtown for work on the graveyard shift or a juvenile is stuck across town and needs to get home there should be some service.

APPENDIX – VERBATIM OPEN-END RESPONSES: What Do You Know About Cherriots?

- 2010 That there is a shuttle service available close to our home to take you to the transit. Easily accessible, it's a short walk from our house. That my brother uses it daily, he would have no other means of transportation, this service is very useful to him. My brother is disabled and relies on the bus service. He wishes it was available on weekends in some form. and that would be it. I'm certainly grateful for Cherriots.
- 2026 They can get schedules online and find them in the phone book. There's a hub downtown off court street behind the county building. That is the central station from where to catch their services. I am not aware of their operations in the evening, haven't seen any as late as 10 and not available on weekends and that is unfortunate. The refusal for the American public to pay for services. They used to have a lot more serviced areas then they do now.
- 2034 That it's a great transit system but I don't know very much I would suggest them contact them. It's an inexpensive option. I can't give much info it's been too many years since I've used them.
- 2039 I would say that it provides regular bus service from early morning to about 8 at night. I know the routes in my area. I look at the bus and where they go I follow the bus physically. I know the bus runs several times a day Monday thru Friday.
- 2060 I would tell them where to catch the Cherriots. When I started taking it years ago they had several stops and buses that they do not have now, one was the 10X the one that took the high schoolers. The connections aren't as good as they used to be. a good friend who relies on the Cherriots now has to leave over an hour early just to make it to appts. The bus doesn't come close enough to her house. When it's nasty out I do not want to walk. when the Saturday routes were cut so many people had to scramble to find a way to get to work and destinations. Cherriots had reported that they needed more money for more stops then when that was provided by the public they said they had it after.
- 2084 There's a transit system bus depot over by the mall, Lancaster, all over the place. They are very involved in the community and they are expanding services to the weekend. there's always a representative or board member providing info. and help. I think that's it.
- 1020 well I know where there bus barn is I know where there bus stop is, its of cheery avenue, I use to be with Salem school district so I know where its at
- 1025 that the main office is downtown, that it goes by about every hour and where a couple of stops are.
- 1027 I could tell them to look at the website I could probably guarantee that they have a route by there house.
- 1062 I would tell them to get a copy of the schedule it wouldn't be for me but I'm quit old, so they would now what time the buses routes and times.
- 1086 I would tell them that the buses run during the week and not the weekend. and that they run at night and where the station is downtown. I picked up the different routes that applied friends.
- 1093 I would tell them that we don't have good service here, I think we should have it on Saturday and Sunday and I think we should have service up on the hill
- 1102 I would tell them to pick up a schedule
- 2106 It's a crazy system that doesn't work very well. You have to find a bus stop and then you call a connection bus and they call you on demand and they'll pick you up. The schedule is very abbreviated, it doesn't run on weekends and doesn't run at night. and that's about it.
- 3046 First I would ask if they have a vehicle, and if they don't I would tell them to look into Cherriots; I have a bus schedule. They have a bus here that will take people to doctor's appointments, shopping once a week; we have a bus here at Applewood. If they have a vehicle, they wouldn't have to know to know about Cherriots. There are some here who have their own vehicles, and sometimes I would get a ride with them. I'd ask them if they knew about Cherriots; if not I have a booklet that tells about it, and we have a bus stop right here; we have a bus stop across the street that goes one way, and another bus that goes the other way, and if they walk down 2 blocks they can take
- 3061 It's a good way to get to your job, that there's a north and south route all the way from north Keizer to south Salem. That's about it.
- 3076 First I'd tell them to call the bus station so that they could get the information that they need. That if you don't drive or can't drive, it's important to know how to use the system. Probably that's it.
- 3082 I would tell them that the system is not very good; it does not meets people's needs. They don't run on the weekends. The schedule is not very good for people to get to work at odd hours; untraditional hours. From what I see, it isn't very good. That's all Read the schedule; be prepared to wait; have patience. They're not on time, because of our situation, there may be a handicapped person on the route; it isn't the bus driver's fault; the individual couldn't get loaded fast enough. Due to their handicapped. They don't go into residential areas; it would be a lot nicer if we didn't have to walk 10 blocks. Not easy to transfer to get to another area of where they're going. Everybody People have to go downtown to transfer to get to another address in their area.
- 3088 That they run from downtown at Courthouse Square, but they don't run at night and they don't run on weekends. Some companies provide support for their employees to ride on some buses. The business is constantly in the news for underfunding.
- 3111 It doesn't come out; one bus where are - not very often; M-F doesn't go past our street at all.
- 7020 I don't know. don't know the stops
- 7029 I could give them rate info, help with routes go where
- 7033 service doesn't run late or on weekends may not fit your situation
- 7044 its the only public transportation, easy to get to or call a cab. would like to see 7 days a week bus system . so many people depend on it

APPENDIX – VERBATIM OPEN-END RESPONSES: What Do You Know About Cherriots?

- 7055 where they could pick up busses and hours there
- 7062 pretty expensive to ride the bus and don't know bus routes
- 7076 depot is downtown and beyond that not to much
- 7077 system doesn't come in our neighborhood and difficult to use, but a good system
- 7080 available, only 5 days a week.
- 7084 nothing
- 7123 a bit far like qtr. of mile and long wait times for transfers
- 7132 its reliable, easy access to downtown, great benefits if working there
- 7151 various reg routes and redline, don't operate on weekends
- 6018 One way is \$1 and some change, and day pass. The bus stops are easily accessible, Bus Drivers are very sociable and nice, Nothing else.
- 6072 I would tell them that they need to take a pretty long walk to find the bus stop. Because if they ask me where it was, I would tell them where it was. 15 to 20 minutes. When we first moved in, there was a bus stop in front of the house, but they moved it.
- 6094 Its a bus service that runs mon-fri. If it were available on weekends it would be much more helpful.
- 6136 Hub in downtown, Keizer, Salem, buses run every 30 mins. nothing else
- 6141 bus pass at main office by the courthouse, bus runs every 30 mins, buses stop at 9pm, makes it harder to plan.
- 6150 They area major bus service in Salem, cherrylift for elderly, bus goes to spirit mountain.
- 6169 I think its a good service. I think it operates pretty on time. In some cases extended services on Sunday. Especially for blind people. AT the time they wanted extended service on Sundays.
- 104 I really don't care for them. They don't have pullouts on busy streets blocking the heavy traffic streets, and empty buses and would rather not have public transportation.
- 105 I tell them that there is no bus stop. I can't think of anything they used to stop on our street but not anymore, probably because of lack of ridership.
- 135 In salem-keizer I see that a lot of the buses are empty, and I feel that it is an unnecessary service, because it is using money on something that is not needed in this small area.
- 199 I used to go to the library and get reports for the buses, but they are not there anymore. They take the corners too hard, I almost fallen off a seat.
- 211 Is a valuable service in the city. My family uses the bus a lot.
- 9047 where the stops not much more than that.
- 9062 we used to have services to our area and now we don't and can't find one. The nearest one now is about 5 or 6 blocks away. You can find more information online.
- 9071 I would tell them pretty inexpensive they may have to change buses, but would to almost anywhere from bus stop. Never crowded. the bus station are very clean and staff is nice. Some access is not the greatest, but usual trying to accommodate. In the winter three blocks is a long way. Staff answers questions in a pleasant answer. If one doesn't know answer make an effort to get the answer.
- 9080 the 2 route runs every 15 minutes. need more information to ride downtown.
- 9082 Operate from 8-5. See them around town sometimes on the weekends. That's it
- 8009 The service that I see the most is on Edgewater and Kingwood. Up in Eola I don't see them very much and we have apartment houses that can use them. I see them on Edgewater West that serves the seniors. I see them in central Salem. I lived in SF so I know what its like to have mass transit. Lets go with that. I think its \hard to get to Fred's from where we live to West Salem. Have to have riders to justify. More questions???
- 8027 Hm, well I guess they would be told they run pretty much everywhere including here in Keizer and information can be found on line. Nothing that I can think of
- 8035 We would tell them its good. Runs up and down are road every 30 minutes or so. I think its a good service. No, nothing else./
- 8053 Your experience is limited to seeing them. Have no idea about routes. I never use transportation. I am odd survey taker. I know little to nothing about it.
- 8058 That it is regular and comes through the neighborhood and get passes if you are in a certain category. And important for school kids. no, not really.
- 8062 They are very useful Tickets are like \$3. That's all I know.
- 8063 I would tell them its public transportation they should look into if they needed it. I believe they have some transportation for disabled? That's about it.
- 8077 I see it around and used to drive a city bus myself so I know a lot of people need it. I think that will do it.
- 8085 I see them go by and know they go all around the city and come on our streets and don't know if their good bad to ride.

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- 8100 You have to wait an hour to catch a bus. They are always late. One time the bus came 10 minutes early and went right by the stop. Split the number #1 never coming to full length, takes too long to get across town. Have to connect at far away places to get to places that are closer so I ride my bike the main time. They took out all the #6 bus shelters so you have to stand out in the rain. It seems they don't care about their customers at ALL about the customers. Its awful, as soon as I can I will have another means of transportation. Chris told him everyone is happy with the systems. And he has first hand knowledge. The only route needing fixed was the 11 rte. Too crowded needs to run more often. Its ins
- 8101 You can catch 2 different lines within 1 12 blocks and they will take you out to Chenekta or downtown to Lancaster mall. If you are on Jury Duty their free as long as you have your jury card. That's the only time I use it.
- 8108 They are a waste of money I see them around and they are always empty.
- 8111 I know that one of the people in this mobile home park used to use Cherriotts all the time and they took the bus stop away. And she doesn't drive and can't get around anymore let alone walk and carry groceries. Just what I told you. I would tell them I have no personal experience with them.
- 4063 there's a stop down the street, they don't run on weekends, and local transit service..
- 4072 they need to get the internet to figure it out may not know how else to find out.
- 4076 I live on a cul-de-sac, can take downtown and go somewhere, close to your street.
- 4103 where the bus stop is, approximately where it is, not very close. and how far it would be to walk.
- 4120 I could tell them to everything form how its structured , how to raise taxes, they have been successful, no doubt there is a need, for individuals who don't have transportation. I know they are trying to expand into the rural areas. their issues are the only time you have any involved is when they're trying to raise money, its something they haven't heard from me, I am an elected official. they cannot just sit around their board and talk to themselves. their director needs to be out there and talk to community.
- 4154 you've got to go about 3 blocks to get it, or go down to the library about three miles to catch in.
- 4182 convenient to the downtown are,
- 4188 tell them if they had had to have it, probably a very mode of transportation, and they would need to figure out the schedules and routes..
- 4199 the bus service occurs mon-fri, doesn't currently operated on weekend, they could look up the routes and times.
- 4203 they're on time very efficient and get you downtown pretty quick. my sister uses it to get from downtown to the southside.
- 6287 I would tell them to go online for more info. I would let them know there is a bus that goes Church Street. Also can point to the bus depot. Nothing else
- 6301 I would tell them they can get a bus at commercial street. They also go online to get the schedule and the cost. It doesn't run on Sunday or sat. people were cheap and didn't vote for it. that's all
- 6305 nothing
- 6322 Go online to look at the bus schedule. No bus stops within a mile of my house. might be one on river road
- 6342 I'd tell em, yea use it, I guess. I don't know
- 7187 to go catch it
- 7228 I don't know
- 7243 it has limited service and no weekend service I believe, I don't know how much they charge
- 7246 nothing
- 7306 if it gets you from point a to point b go ahead
- 7339 Google it, no cause don't know what to say
- 7355 it good and runs during the week
- 7380 that its a bus that runs thru Salem
- 8120 I would tell them there's a bus stop on this side of the mall and the other side of the mall and to down town. I know where they do the maintenance and its all kind of a weird system.
- 8134 Its nice when I am going down town. Its a good deal. Traffic is growing and to go downtown is great and the many young that can't afford a car its good for them to get around. There's a value to public transport. When I lived in Portland I used to get around on it. Here its not easy to get to the store and not enough connections. The city of Salem has let the station become a homeless camp and its not a safe feeling. The reason why I didn't want my kids riding because they had to transfer there.
- 8140 You would have to call and ask because I don't know anything about them.
- 8145 I would tell them that there is a stop right near our house but I don't know the routes. I don't particularly care or feel safe with some of the people who ride the bus and I don't at all feel safe around the transit.
- 8158 if the want to walk 3-4 blocks to take an hour ride to get to downtown, that's going to take you an hour. To get onto another bus to get where I want to go.
- 8184 If they need to use it call the 588 bus number and they can tell you where you catch the bus and when and what buses you need to

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- take. If you have an appointment they will tell you what time you need to catch the bus and/or what bus you have to transfer to.
- 8185 I would say its a great Monday-Friday service and its a shame that they don't offer on Saturday or Sunday. We need to be top priority of weekend and evening services cuz many people that work need weekend and evenings, later hour busses.
- 8190 Like I said my step son needs buss service on weekends. its user friendly and there are plenty of stops around the house. And the people who don't have transportation it is great but then again they don't have service on weekends.
- 8238 I would just tell them that its the bus service that runs in the Salem Keizer area and it reaches most areas within the city limits not rural areas.
- 8240 I would tell them I like their services. They have busses for handicap people and they have hub system downtown. They operate on natural gas. They have places that you can park to catch the bus.
- 9188 I don't take the bus. The system is down on Commercial Street and Madrona and Liberty, they could find transportation at those locations.
- 9197 not accessible, if they walked a way three or four blocks just to get to stop is too far for seniors.
- 9198 A little information you give the telephone number to Cherriots so they could gather more information.
- 9213 call the office in Administration.
- 9226 Mon thru Fri every 15 min schedule
- 9227 they should try Cherriots because buses are clean and drivers are nice.
- 9236 they have limited bus schedule.
- 251 Well I have an employee that uses Cherriots quite often, and I see them on the street, I don't use it.
- 278 I know they are in our area, I know that if you want to go to other areas there is a centralized area downtown, you are supposed to get a transfer to other area.
- 286 I don't know anything. I wouldn't know what to tell anyone from the fare, schedule, and stops. nothing.
- 311 At the corner of my house there is a bus stop, I got 11, 13, 9.
- 321 I would have to look at their website. I know that they exist but I don't use it.
- 384 That in only runs during the week and that it doesn't have late night hours.
- 396 That is easily accessible. That's about it.
- I use them several times a day. I wish they had weekend services. my home and work is all on the routes of service. I am very please with them. the do the best they can with the funding they have. I trust they are doing the best they can. It is a necessity and if they had more finding they could more. And that's all great service.
- 2037
- 2053 It's the local bus but I don't use the service I drive my car. nothing else
- 2062 I wouldn't have much to tell them sorry
- 3036 Go Google it. That's it.
- 3102 that they run six days a week (it doesn't run on Sunday), and they can catch it within one block of my house, and they can get the phone number by looking it up online. And there's a transit system in Keizer and one downtown
- 4050 SOME OF MY FRIENDS USE IT FOR SCHOOL, IT VERY ACCESSIBLE. ITS A GOOD MODE OF TRANSPORTATION.
- 4056 TELL THEM TO GOOGLE IT TO FIND OUT ANYTHING..
- 4105 that I don't know anything about them.
- 4107 where the nearest stop is, where they could make changes on their ride...nearest to royalty, and downtown.
- 6001 My neighbor is a driver for them. nothing else
- 6004 Id tell them it has nice buses. most of them are clean air. natural gas. polite drivers. spacious seating. a lot of stops. always on time. available almost anywhere
- 6009 I encourage for students. there are direct routes. go online to lookup routes. the buses are clean. that about it. not a huge fan, owned by the public not effective financially. Salem doesn't use the service like Portland.
- 6010 I would you it would take a long time to get anywhere. They steadily cut bus routes. you might have to walk a little further. sometimes some buses stop every block. too many stops. don't plan on catching the buses on the weekends.
- 6011 They are pretty much available to go anywhere you'd like. its affordable. that's about it.
- 6012 The bus stop is around the corner. bus #1 runs from here, my house to downtown. it connects to other buses that go to west Salem. and santiam. Woodburn. Dallas. no evening service. nothing else
- 6097 don't bother, they don't go where you need to go. they don't run on time. they don't stop. in my case is 20 miles from the chemeketa stop. where my office is now the closest bus stop is half a mile. 4900 north street. capitol city business center.
- 6104 Not much, they are a bus system. they have a central station downtown. I see the buses on the main streets. I would refer them to city of Salem website.
- 7024 THEY COULD PROBABLY GET WHERE THEY NEED TO GET IN TOWN WITH A PROPER SCHEDULE. BUT IN YOUR NIEGHBORHOOD WOULDN'T HAVE LUCK

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- 7029 TRANSIST AREA THAT CLOSED DOWNTOW AM HAPPY TO SEE IT REOPEN AND AT BUS STOPS AND THEY PROVIDE A GREAT COMMUNIITY SERVICE
- 7038 let them know where the nearest bus stop and its a good way to get around and if heading to appt leave early to make it on time
- 7070 that its a good way to get around and many stops in Salem
- 7086 need to not misuse funding to areas that have only 1 to 2 people on a bus at a time, best can be used to more fluent areas
- 8022 I can give them the basics where the main bus station is and how to find the information of the routes and that they do not run on weekends. That's probably it
- 8030 The main hub is downtown and its reliable transportation and the busses are clean but the customers are not. The lower income seem to ride the most and they are really mixed. Overall, its cost effective and cut down on your gas bill or provide reliable transportation for those with low income or no car at all.
- 9007 Public transportation.
- 9081 that transit system is setup to filter downtown and up to commercial to Lancaster, Market and Mission. The routes are designed to go downtown and back, the timing is off and only one half hour and hour and not good schedules. To get to work at 8 would have to 6 am to get to work on time, a 20 min ride is taking 1.5 hours to get to location.
- 9097 that if you don't have transportation they are good, but call for schedule they are off schedule sometimes.
- 116 There is a bus station downtown, there is a bus stop a block away from my home.
- 199 I know that they don't operate on Sunday, and most of the people that rely on public transportation have jobs that are not just Monday through Friday, and they need to be able to get places on Sundays.
- 2101 where I live I am out of the county and I don't know if Cherriots picks up in this area. It's the public transportation, it would help if they had the rail like they do up in Portland, that is the best form. I wonder how many people have a problem or how hard it is to use Cherriots. and that's it.
- 2107 The bus station is downtown. There's different routes to take you places. They generally come through about every 15 20 minutes depending on the route. They are very safe and that's about it.
- 2152 They are ok the hours should be longer and it should run 7 days a week. There are not enough routes, I know that some people can't get to a bus stop because it's too far and they only run ever so often. It should run later in the night so that people who have evening jobs can get home. They should have Sunday service so people can shop and go to church. and that's about it.
- 3111 That public transportation near my house, in our neighborhood; it can take you anywhere you need to go; somewhere near your destination. The stop is on River and Chemawa. I haven't personally used it but my neighbors have used it; two times a week at least. Other neighbor, he used it five days a week.
- 3175 Good mode of transportation. Thing is, it's a good mode of transportation for some, and for others it isn't. There's always room for improvement, but that's for everything.
- 6114 I know they are public transit. I believe you call to schedule a ride. they also have certain routes and stops. I don't know any of the.
- 6150 There's a bus stop down the street, happy street. I'm so bad with names. Adam Stevens middle school is easy to get to. there's a big transit center downtown. you have to pay with cash or change or get a bus pass. that's all.
- 6204 I would tell you the Cherriots need improvement. weekend bus service. for people that have medical issues. no car. I have customers I cant see on the weekends because of this. people that work downtown have to find another way. I have another customer disabled in a wheelchair, she cant ride on the weekends.
- 6207 Your building is downtown. there are several bus depots. in Keizer , Salem, downtown, you can get connections to Dallas and other towns in the area.
- 8094 Its an option for transportation except for Sundays. That's the only thing I can think of
- 8125 I know where the stops are and I believe they operate Monday through Friday and I don't think they operate on the weekends. Find information on line. Can switch downtown onto other busses.
- 8129 I would tell them to go on-line. That's it, I don't know anything about it.
- 8145 I would tell them that the bus routes are easily viewed. 4 years ago the cut the busses down including the ones out to my parents. If someone wanted to take the bus and have time, they are good. I have seen Cherriot busses heading out to the Casino and Monmouth and they are practically empty. I think its a waste of money. I don't know how/what their criteria is to determine bus routes. My bus stop is a 1/2 of mile away. If you have a sense of urgency/time sensitive, they are not a good deal. I do have to say its great for teenagers if they need to get anywhere. Its easy for them. that's about it.
- 229 I would tell them the we are the closest stops are I would tell them to go online for the latest schedules. I could tell them where to go downtown as far as for the hub.
- 230 I would tell them that there is a service available for that is called Cherriots, I would tell them to look for it online. I know that they are helpful, they did express that they had a lot of way to help me get there.
- 263 I can show the website, and show them where the bus stop. that's all.
- 266 It is a good basic service and is very valuable. Please don't take it away.
- 279 I have no idea. No.
- 4111 TELL them when I see them running around, they're empty.

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- 4125 tell them to go on the web site and check the schedule for themselves...
- 3259 It only runs Monday through Friday. You have different kinds of buses, express buses, handicap bus that you can call and do special arrangements, and old regular bus.
- 3264 My of my good friends from high school drives the bus. I've been friends from 30 years drives one of the buses. Another friend no longer works there because he got tired of crap. Organization wasting tax dollars.
- 8190 Nothing, honestly. Lets just say the first question is I won't know anything about it. I have no clue
- 8246 I know nothing about it really
- 8255 Except for the no weekend hours and maybe it could be open later in the evening. Accessible on the weekends,. 7 days a week. They are usually on time most of the time. if late not more than 15 minutes. I don't often have to wait.
- 8268 That I don't know anything about it.
- 8270 I would tell them that the routes are frequent and abundant. I love the bus system in Oregon. I am from Hawaii. They can get all the information off the website or I would drive them down town to the hub. Rather cheap compared to paying for gas, insurance, and car payments. The bus drivers are friendly and the buses are usually clean.
- 333 I only know the routes that I take, and I know their frequency, I only know about 15% of the routes. I'm getting used to the new system, relearning the routes. I sometimes take the 8.
- 9138 the number 5 goes to Cedar street will get you to downtown to the transit mall, Lancaster street.
- 9140 pretty sure can get bus passes. and get you downtown easily.
- 9194 about routes go downtown good service.
- 9219 I think there is a bus stop
- 4195 definitely run Mon thru Fri. run only on a half hour bases.
- 4210 I know where the bus depot is, both of them.
- 4211 I would tell the from my experience that stops are readily available, zones are not in the outskirts, in the main area of Salem, it is easy to get around.
- 7105 I like Cherriots system and set up working with disabled and teach them how to use it and get routes and bus passes. accommodations were good for access to such people. we would ride routes with them to help them get around. very good to special needs folks. Timetable traveling that would help drivers and riders lengthen flash time on pink triangles pulling out. for safety aspect dbl the time to help prevent accidents.
- 7126 I would tell them service is limited and nearest stop is over a mile away steep terrain but pricing adequate
- 7138 from my understanding no buses on weekends and mon-fri better service
- 2156 I don't know really, I would tell them that it exists.
- 2167 That they serve Salem Kaiser area, and that it's public transportation such as CherryLift. and that you can find the schedules online. That's about all I know.
- 2168 I have no idea.
- 6286 there's a little too much bureaucracy in getting a lift. if you have all your tags you should be able to get service. It sucks that there's no weekend service, not Cherriots fault. buses are fairly convenient. Stops were located. the system is working rationally. but it could be better, specifically for disabled people. Charge a reasonable service. I support every tax measure. I'm willing to pay. I can afford to pay.
- 6313 people older than 62 get a pass that gives you a discount. I will probably use it. that's it.
- 6314 To move out. They're safe and get you where you need to be. Weekend service. You can buy monthly passes or daily passes. seniors and students.
- 6330 I would tell you one is a block from my house. I'm inside a neighborhood and I see the bus driver that takes a break every now and again. it catches my eye when this happens. south Salem area by the battle creek golf course.
- 6347 I know the route that goes to state street. for the offices and fire department. easy to get to. #11 for Lancaster so we can go shopping. #17 terminal all the way to state street. #7 close to the bridge. for my job
- 8274 Tell them where the closest bus stop is I wouldn't be able to tell them the schedule. There's no problem finding a seat. I don't know when they run/time schedule
- 8274 (note) years ago I designed the ad campaign for a person friend that used to run the system
- 2221 They are very reliable but they don't run on the weekends or in the evenings. The main bus terminal is very accessible and that would be about it.
- 2222 That they run M-Sat. every 15in. You can put your bike on the front part of the bus, and that's it.
- 2236 I don't know much about them.
- 2240 They are good quality, good drivers, and respectful people. They are really helpful, they have good services. Very respectful on time and very honest kind people. and that's all.
- 2275 to go online and look to see what routes are available because there might not be a bus in that area. No weekend service, and

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- that's pretty much it.
- 2285 I would tell them where the two local stops are, I just know where the bus stops are and you can go pretty much anywhere in Salem. and that's all I know.
- 4263 the bus stops are clearly marked , and run hourly. and that there is a website, check out pickup times.
- 4287 that you have a stop near your house, to go online to see which buses to take.
- 4293 just that they exist, I would refer them to look online...
- 4310 there are pick-ups on river road.
- 4323 I know the nearest route , where the central stations is.
- 6349 There's a bus stop by my house it gets you anywhere. It picks up every 7 minutes.
- 6402 I would tell a new person in my neighborhood, the #11 is the one you take to Keizer station to connect downtown. the bus drivers are very sweet most of the time. the buses are clean and well lit. the Keizer station makes me feel very safe, it has security but not at and a warm room to wait in if you need to transfer. there are restrooms And a drinking fountain in the station they are clean. the waiting area is always clean. The maps at Keizer station are absolutely impossible for me to understand, so I would tell them good luck with that. Its convenient for people that are taking the bus and getting picked up by a friend. carpool options. There is an emergency phone at the station.
- 6420 nothing.
- 6422 I don't know.
- 6446 Cherriots and underserved. its important. It doesn't have service 7 days a week. too limited of service. it is safe. you can get a look at the city because of the bus routes. Its not very convenient. I am appalled that there are no service on weekends. They don't really come into my neighborhood anymore. Its like a mile from my house. Get on the website and see what buses
- 8363 come when because it may be more advantageous one to the other. They only do it on weekdays between 6 pm and 845 last ones leave downtown. The intermediate bus costs a couple bucks.
- 452 I would tell you that if you want to use them to go to the website, because I have no idea what their hours or routes are.
- 455 I would tell them that it is accessible and it is close to my home.
- 467 I would tell them they need to Google it. There is a bus stop close to my home.
- 472 I have not used a bus in 25 years so I don't know.
- 6448 nothing
- 6465 I would say it as good options. all locations easy to get to . that's it.
- 6509 I would tell you, I know where the rural and commercial stop. A lot of kids use it to get to school. that's about it.
- 6510 The bus does not come to our neighborhood. stellers eagle.
- 6530 Mon-fri. all day passes \$1 or so. they are everywhere. Bus stops everywhere. great drivers. courteous to me when I'm driving in my car. the buses are warm and clean.
- 6536 I would tell you where Cherriots is located. tell you where to go to purchase tickets. help you look up where to find the route. Cherriots website will help.
- 6549 Run on schedule. buses go downtown to the hub.
- 6572 I would say that it is a bus service that doesn't run on the weekends might even go out to independence. Its not free.
- 6573 Poor service. Not frequent enough. not reliable.
- 2323 Where the bus stops are. They can look online for fees and routes. and I think that's about it, I don't use it.
- 2328 That it's available M-F excluding weekends. There are a lot of routes. that's all I know
- 2344 That's it's reliable. doesn't cost a lot of money, and that's pretty much it.
- 2371 the bus comes frequently downtown but it's very inconvenient that there's no service on the weekend. There is a need to expand hours and that's it.
- 2378 It's very easy to figure out. that's about it.
- 2379 The number for the service center/ customer service and they can give you location and times. Nothing else I can think of.
- 7214 its a good system mon - fri had to ride during jury and busses smelled bad and dirty
- 7219 to get a schedule and where the stop is.
- 7235 I would say number one when I do have to use the bus can look up on internet or Cherriots stations, where the bus currently stops are currently in our area, my son-in-law was on the board.
- 7255 that they can get online info on bus routes easily travel on it
- 7270 call em and use them, if I lived closer to town would use them more. I appreciate all the services avail.

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- 7281 that I simply didn't know and to look at main mall downtown
- 7288 wouldn't know what to tell them, but if able to walk half a mile I think good
- 3379 Is very handicap friendly; was better than now; used to have more stops and apparently have cut back; buses still go in certain places for me - Chemekata the mall, up by the store; stops close enough to my employment on Commercial
- 3388 I know that they operate during the week. 30 minute frequency on the line by our house; bus 1
- 3392 To look on the web for the schedule, and that is where the schedule would be. and we have two stops on our street; Park Meadow / Oneil.
- 3475 I would tell them to look at where they were going for work, pleasure, shopping and see how it would work with their schedule with Cherriots, and then check out the website to see what busses they would need. Also see if it's worth their time, depending on where they're going how long it would take. Figure out how many times they would use Cherriots and then see if it's more cost effective to use a monthly pass. Also see if their employer would pay for a pass for them.
- 3478 I would tell them that Cherriots has moved some of their routes, and (my friend is almost diabetic - she used to get the bus a half a block away and now she has to walk 3 miles to get to one. The bus used to be close enough to take it. I know they can't cover every area, but it's so distressful when you lose access to it. hazelgreen by the chemala school
- 3493 That it's Salem's bus system.
- 4394 the nearest stop to be picked up would be park meadow and river rd. and I would probably go only to find the route.
- 4449 they run mon- thru fri, and I would direct them to the website,
- 4452 the one in Lancaster goes north and south, so there are routes that go into the city, would have to look online for the routes or transfers to downtown.
- 4454 the nearest stop is a quarter mile away, I have no idea what the schedule is.
- 4481 I think it would be okay to have if they needed the service, that there is no service.
- 8424 Its good and it runs pretty often. Its there when you need a ride.
- 8460 I could tell them give them an idea of the routes and where to go online to get additional information. That it is very cost beneficial.
- 8517 I would tell them that you can catch a bus at any of the places where there are signs to catch the bus. There is a number you can call for information.
- 8575 it is Salem public transportation, that's all I know.
- 8595 I tell them they have buses that run here all the time. they run on either 1/2 hour or hour. A bus stop just down the street for me. Stops at retirement homes.
- 9347 I don't know
- 9410 go get a bus schedule.
- 9445 tell them not to life because they do not get you too far or on time.
- 9498 that it exists
- 9520 center is downtown and bus stops are all over. A lot of connections
- 9548 most of the buses run empty, and they allow drivers to blinder sunglasses that there driving vision is not safe. They also text while driving and read books.
- 9551 tell them could go online to see schedule and pricing. Or go to bus station for routes.
- 538 I know I can go online and get some information. I know I can go online and get the connector. I know how to get the bus downtown.
- 571 I would probably they need to go online or call Cherriots to know what the schedule is. I know one stop on brown road.
- 591 I'll tell them the service sucks because they are not open on Sunday. and years ago they used to be open on Saturdays.
- 615 It's the little bus that goes around. I think you can call and they'll pick you up, geared more towards those with disabilities
- 656 Just the city bus system they seem to run pretty regularly, and are pretty active when they do run.
- 694 I guess the thing that frustrates me the most is that you don't have weekend service. You stop service at 9 o'clock.
- 697 Nothing. There is close bus station by chemeketa.
- 698 I see them pick up at regular time. it seems to be good timing. I know where the closest location is.
- 2017 They are easily accessible and they try to make the downtown station safe. It seems that most that use it prob don't pay taxes and are living off government funds. and that's about it.
- 5056 I probably direct them to the website and then id let them know there were a couple bus stops near by. because I don't personally have any information
- 5065 I say that they aren't funded well enough to be effective they don't receive enough revenue to support the hours and the routes that are needed. There is a big tax levy, recently Salem had a big tax levy that got voted down and that really hurts the transit district.

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- 5101 the routes are convenient, its much easier to ride somewhere than to walk because I don't have a car. I would tell them what time it starts in the morning and what time they stops at 9:30pm. I would tell them how to get to Columbia bank for example
- 2017 They are easily accessible and they try to make the downtown station safe. It seems that most that use it prob don't pay taxes and are living off government funds. and that's about it.
- 2052 it needs to be improved on it takes forever to get anywhere. That's all I know.
- 2074 It's a bus service, and don't ride the bus.
- 2087 I see them driving around town with nobody on them so there's plenty of room. and That's it on that.
- 3044 That depends on what they wanted to know. Do they want to know where they're going. If they want to know if I ride them. if THEY want to know if they're safe to ride, I'd say certainly.
- 3079 Tell that if they needed a ride to someplace, they're the ones to set it up with. If I remember correctly, you're supposed to sign up with them before they can use the service to ride around.
- 3088 I would say go down to the transit mall; it's sad that they cut back the weekend service; I work for the school district so that our school kids get a chance to learn how to use the bus system to get home. It gives them a chance of independence; and freedom so that they don't have to wait for someone else to give them a ride.
- 4008 not very much, its available and I know where some of the stops, but not aware of the price and what the schedules are...
- 4037 that I know where some of the bus stops are, and to go to the website, and that it doesn't run on the weekend or after a certain time at night.
- 4039 that I've heard good things about them, and that they provide transportation locally. also that they medical transport and other things available..
- 4053 that they help a lot to go anywhere you need to go..
- 6029 I would tell them they are limited by weekends and late hours
- 6042 the bus stops about 6 blks away.
- 6044 to get a map and learn to be time efficient so you don't miss the bus. they changed the routes and times
- 6061 that its a good service but allow a lot of time to get where your going. its a safe choice
- 6095 I don't know anything about them
- 7043 I know very little. I know there is a route near my house down to the bus depot and an express bus between Salem and Wilsonville. Refer people to the transfer station down town.
- 9048 I know what days and times they operate their is not nighttime or weekend service, I know they struggle with funding, I can get the bus routes on my phone.
- 9071 To go to talk to someone else because I don't have clue.
- 9073 I really don't know because I have never used the service.
- I say the buses run during the day time and run pretty much every hour, some half hour. run in downtown to main bus station. fare under 2 dollars you can transfers, day pass. call a bus and it will pick you up. They are generally not very full, quiet and well kept. lots of routes.
- 9168 Go to the website.
- 9196 They just go to the salem-keizer area.
- 9197 They are lousy is just far to walk to get to any bus stop, service stinks because there is no Saturday service.
- 5186 I'm not sure, I really don't know to be honest
- 5227 id tell them that there is a bus stop down the street that is the best option now if you don't have a vehicle of your own
- 5253 I haven't used it so I don't know much about it so I wouldn't know what to tell in
- 5292 that we don't have any service in our neighborhood, you have to walk about a half ;mile to get to a bus or more. The buses run on the hour out here I think they do
- 6159 I don't know to much about it
- 6163 I could show them where bus stops are, but don't ride the bus.
- 6167 direct them to look up online to see schedule and stops
- 6173 they had to cut back frequency but important to sat and sun service. would be in favor for better bus service to add to taxes
- 6178 that its a service thru Salem that can pick you up at your home if handicapped, more impaired people use the service
- 6203 that the transfer station downtown and routes
- 6222 they are so limited but now cant get to places without a connector and weekends no service like for church
- 6224 where the bus stops are but not familiar else
- 7158 I know there's a stop just down the hill. They operate during the week and not on holidays. Check the website for routes. You don't

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- have advertising on the sides of the buses anymore. I believe there are student passes available.
- 7161 They need to go down to the office and talk to them. I just found out I can get a reduced fair because I am old and disabled.
- 7187 They don't run on Saturday and Sundays. They are good but not enough services. All night service. Cheaper.
- 7188 There's a phone number they can call. Then the people on the other end can assist them.
- 7234 I would tell them it doesn't runs on weekends and service ends by 9 pm at night.
- 3103 I would tell them how to access the busses and where; where the pickup points are, and the downtown terminal
- 3118 I know that they are in my neighborhood, I would tell them to go online to look for routes, and I would tell them where the stops are, and know that they're handicapped accessible and bike accessible, I would tell them that there was a change in routes, so I don't know if there's weekend service.
- 3167 There's a bus stop close to the house; one of the main lines - Commercial & Sunnyside. We don't use it yet but do think it's an important service of the community; we don't want it to go away.
- 3168 They're fairly clean, reliable; I've never had any problem. Used to use them, but can't right now because I carry tools.
- 4130 TELL THEM ITS NOT CONVENIENT FOR US IN THIS NEGHBORHOOD, its quite a distance for you, the time schedule wasn't convenient.
- 4170 tell that its a city bus, and its 1.50 for all day pass, but it runs mon-fri, it use to run on Saturdays, but not anymore. Also route 25 was a free bus and all of a sudden they started charging. It would be nice to have the buses run everyday..
- 3272 That it seems to be under-utilized and would be a good way to travel in the city. I see a lot of buses with very few people on them.
- 3311 You have to go about three blocks to get to a bus stop from where I live. There's always asking about funds; I think they need a total restructure of the budget. They don't have service on the weekends, and Salem is a 24-hr city now. I don't think they've used the funds the way should be. If they want more taxes out of me they should show me that they're doing their job.
- 4188 there's a handicap service, and if you want take the bus it will pick you up and take you to where you need to go...
- 4227 contact number to the main office so they could gather their bus loads , and they could also get their bus passes there.
- 4236 that its a little bit of a walk to the stop, but I find it to be a comfortable ride. it was a relaxing time to get to work when I rode the bus...
- 6226 Familiar because our daughter used the bus and I needed to use the bridge to get to her house
- 6303 that I've heard good things about them.
- 6315 to go online and find services and don't run on weekends
- 6330 they can get routes if need to use them but don't know where to go to get info
- 7265 They can get you all around town. The stop is right down the road.
- 7270 Tell them to go online. There is a bus system and is a great idea to use if you needed to. Too far to really try to use it for work.
- 7342 That it is our local bus transportation. They have routes that go all over.
- 5299 I think cherriots is used for people that have difficulty getting around, handicapped and people that don't ;have vehicles
- 5313 first I would tell them to check the website, cause that has information about tickets and routes, the west Salem commuter or something like, they cut way back on the rout4s that travel up west Salem.
- 5387 id tell them yes they go by here I'm not sure how often and it will take you downtown and you can transfer to another bus if you have to go to another part of town from what I understand
- 5014 I've used Cherriots and they helped me with my disability.
- 5020 I've seen them on Wallace road. seems like a lot of people ride them. Seems like they run on time. I just moved to the area so I don't really know.
- 5032 I would tell them where and when the buses come. I would tell them it goers downtown.
- 5069 nothing
- 5076 I would tell them its a nice bus to ride. Clean. The drivers are nice and polite.
- 5088 You can catch the bus on orchard heights road. high school students west Salem high school. that's it..
- 5109 I would tell them where the bus stops at. great service.
- 5503 I know where the buss mall is, downtown, I know where the bus stops are and I don't know what their rates are and the amount of time between buses but I do k now where to catch them so that is what I would share
- 8038 I haven't used them, limited information
- 8041 the nearest stop is and tell them they do not operate on weekends.
- 7435 Go online and find out how it works.
- 7457 Go to the website it has all the schedules there.

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- 7495 I know its downtown. You can stand out here where the bus sign is and get on it.
- 6359 call the office to find out schedules since changed out new routes. they took a lot of time with me on how to ride buses now and very nice. Especially nice to seniors and not feel stupid in this new world from folks at downtown mall transit.
- 6382 well its a great service but keep changing routes and I have friends that rely on Cherriots daily and distressing for them, so need sat and sun service
- 6387 the closest bus stop is clear down on sunnyside and cooper.
- 6430 to look online for bus routes
- 6456 that they only have service mon thru friday. they run on time.
- 6497 I could tell them the bus stop by my house.
- 4315 to try to get online and find the schedule, and to ask them for where they stop..
- 2145 That it's a great way to get around town. very affordable. There are a lot of accessible stops. People can put their bike on the front. and very courteous drivers, That its about it.
- 2156 I know someone who works for Cherriots. it's public transportation and you can take it pretty much anywhere in Salem. It's very important and it's affordable. That's it.
- 2157 Google them don't know much
- 2189 That it's convenient, I think that's all
- 2191 go online for routes. and that's it.
- 9262 They have a good service. The fare is expensive.
- 9267 It is a good service. That's all.
- 9269 There are stops two blocks away the bus drivers seem to be friendly. They drive safely.
- 9299 I know they run every 45 minutes and they all converge at transit center.
- 9301 I used to ride them when I was in high school. I know they have day passes, monthly passes, and they go to different towns. Go online and look up route maps. Bus I used to take every 15 minutes.
- 6001 its a good public transportation service,
- 6018 get them schedule and if the were blind get a verbal schedule if have one if not need to get one.
- 6043 I would tell them haven't seen many convenient routes to get around. transfers have to happen.
- 6058 don't know, point them to nearest bus stop
- 6108 I've been taking it for a long time and friendly people and would recommend it
- 6110 do my best to help them connecting to routes. need to do better with direct routes. good and friendly drivers. make sure you don't stay anywhere past 6 - 8 pm so can home. Cherriots gets money from state but feel they work harder to meet the needs of general public not just 9-5 workers.
- 6133 I would tell them buses come about every half hour and good route to get downtown, mon-fri is great but sorry lost weekend service. cost is good but wish there was a 10 ride pass or something other than monthly.
- 6136 if you have a problem and cant drive best thing in the world, cherrylift, and is great and move people should take it.
- 2017 there's bus stops locally, I know where they are but don't use them. and that's it.
- 2024 there is a connector in W. Salem that runs the hills and down to the main hub. That's about it.
- 2030 It comes to the corner every 30 min. and that's about it.
- 2060 It's not convenient where we live. There's a station on Ross that you can go anywhere. They don't allow my dog and I just don't use it. and that's all I can think of.
- 2098 It's the way to get around in town. It's a good service and economical. It's a very helpful service for seniors, very affordable. Doesn't serve on weekends. and that's about it.
- 5033 well for me it be easy for me to tell them to Google, well its the internet so it just like the yellow pages and has everything
- 5039 I would say get on line and lookup the schedule and routes, they all go downtown, the bus terminals
- 4020 Its basically the only transit area, and is pretty expensive, but not usually very crowded...I think they have a good website...
- 4054 just to go to the bus stop and wait for a bus, and go by the numbers.
- 4058 your local stops, inbound and outbound, I would refer them to the website, and if they could not make it to the stops, you refer to ADA OR cherrylift or redline...
- 4111 I know there's a bus stop across the street.
- 4115 about the bus routes.
- 4128 to get the number or go on the website,

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- 5036 I would tell them they can call the Cherriots office for all information.
- 5062 I happen to have seen a bus directly drop off someone late and get someone with a disability to get where they need to go. Its a great system.
- 5072 I would say that it runs fairly regularly. fairly dependable.
- 5147 The buses are never full. its a waste of money. Keizer station is a ghost town. not enough people use it.
- 7003 Go to their website.
- 7029 They are the public transportation that collect in area. Have a hub in West Salem, Keizer, and downtown. If you are lucky to live on a route, you might use it or else you have to wait.
- 7198 I would tell them about the times. They are really reliable/.on time. They don't run on the weekends.
- 7198 (note) actually used to take bus until car/license
- 9011 I know where the stops are, I know how to get the monthly pass.
- 9016 I know it is vital for people trying to get to work and school and it's a very big change that we don't have service on the weekends.
- 9066 I know they run Monday through Friday until 9 o'clock.
- 9073 They run like every half an hour. On corner road they needs to be a bus there.
- 9097 I know where the stops are but I don't know the times they come. I see cherrylift daily on my street.
- 9141 Nothing.
- 9182 I know there are stops about 2 blocks away.
- 9188 It's about four block from the house. It can take you downtown you can get to any major place in Salem. It is really inconvenient to walk that far to a stop from my house.
- 4129 its a good service and it goes to to the madrona area, just where we are I don't see the out our way, on home stead road off south river road..
- 2137 to give it a try. the routes aren't the same as they used to be. It's a long walk to get to a stop. and that's all.
- 2139 You have to go clear downtown to get anywhere and it takes too much time. I have a friend who doesn't drive and uses it all the time. I only use it when I have to go downtown. It goes pretty much everywhere, they are easily accessible. they are needed. and that's about it.
- 2145 It's a long walk to catch it. We live 6 blocks from the nearest bus stop so don't really use it. that's about it.
- 2165 they all run into downtown from different locations. Only service M-F, no weekend service. Transferring to another bus takes time. and that's about it.
- 2180 Where the bus stops are, and to go downtown for more information. It's a good transportation system. the schedules don't always match up, they're not always on time. that's all.
- 7243 Its a great service. Easily get around and gets to where you want to go.
- 7244 I was very satisfied with it. Where the pick up points are in our area. They are dependable. on time
- 7247 My knowledge is not current. I don't even know where the bus stop is in this neighborhood.
- 7248 I wouldn't tell them anything because I don't know anything about them. I would tell them to call Cherriots
- 7256 I would tell them its available and the cost is not too bad. I don't know much about it myself.
- 7268 I would probably direct them to the hub of the station down town or give them the numbers. I would direct them to the website.
- 7270 I would tell them there is a service and I suggest they call for information regarding service and routes.
- 9222 It is a good service because I need it and it passes really close to my home.
- 9224 I know that Cherriots is somewhat needed in our area.
- 9227 I all I know about is a bus line.
- 9235 I know it is useful for a lot of people. There is one stop right outside my apartment.
- 9278 I know they have changed the routes before there used to be one from royalty to downtown but now they don't and so now they make a lot of detours instead of going straight to downtown.
- 7294 I would tell them the closest stop to me Market St. I know about Chemeketa. I believe it used to run late, I don't know if it still does. Downtown is the hub and every thing goes down town and then back out.