Transit Needs Assessment Survey

The Cape Cod Commission is conducting a two-year transit study to gather public input and improve regional transportation. Year one focuses on public engagement, stakeholder collaboration, and reviewing current conditions. The final report in year two will offer recommendations to guide the Cape Cod Regional Transit Authority's new Regional Transit Plan. Please help by completing the Transit Needs survey. Please return the survey by mail to Joyia Smikle, 3225 Main Street, Barnstable, MA, 02630 or by email at joyia.smikle@capecodcommission.org.

CCRTA Travel

1. What is the main purpose of your CCRTA trips?		
◯ Work	◯ Medical	◯ Social / Recreation
◯ Shopping	◯ School (Grades 1-12)	◯ College
◯ Other *(please describe)*		

2. How often do you ride the bus?		
◯ Every day	◯ 2 – 4 times a week	◯ Once a week
◯ 1 – 3 times a month	◯ Few times a year	

3. What is the main reason you ride the bus?			
◯ Convenience	◯ Less pollution	◯ Saves time	◯ Saves money
◯ Can't afford to drive	◯ A disability prevents me from driving	◯ No driver's license	◯ Car temporarily unavilable (e.g car in the shop)

4. Which CCRTA routes do you use?			
◯ H2O Hyannis - Orleans	◯ Sealine	◯ Barnstable Villager	◯ Flex
◯ Hyannis Crosstown	◯ Provincetown / North Truro	◯ Hyannis Area Trolley	◯ Bourne Run
◯ Sandwich Line	◯ Whoosh Trolley	◯ Patriot Limited	

5. Have you used CCRTA's Dial-A-Ride (DART) or SmartDART?
◯ Yes
◯ No

6. For your trips, how do you get to the bus?
◯ Walk
◯ Bicycle
◯ Park car or get dropped off nearby
◯ Train

7. What are your most frequently used bus stops?

8. Do those bus stops lack infrastructure? (check all that apply)		
◯ Sidewalk connection	◯ Crosswalk	◯ Bus Shelter
◯ Lighting	◯ Seating	◯ Other (please describe)

9. On average, how long does it take you to get to the bus stop or how long will it take you to get to your destination once you leave the bus?
◯ 1-5 minutes
◯ 6 – 10 minutes
◯ 11 – 15 minutes
◯ More than 15 minutes

10. Do you transfer to another bus before reaching your final destination?
◯ No
◯ Yes (please name both routes)

11. Do you own or have access to a smart phone?
◯ Yes
◯ No

12. What destination(s) are difficult to access? Example: Fresnius Kidney Care Cape Cod

13. How could the CCRTA improve service to that destination?

14. What is the single most important area, if any, for the CCRTA to make improvements to its bus service?				
◯ On-time performance for service	◯ Total travel time	◯ Frequency of service	◯ Bus driving safety	◯ Service where desired
◯ Personal safety at bus stops	◯ Driver courtesy	◯ Cleanliness of the buses	◯ Condition of the shelters	◯ Driver enforces rules
◯ Schedules are easy to read and obtain	◯ Translated materials	◯ Website / CCRTA Go app easier to use	◯ Sidewalk connection and crosswalk infrastructure	◯ Nothing (everything is good)
◯ Other (please describe)				

On June 21, 2025, the CCRTA implemented fixed route fare free service across all 15 Cape towns.

15. If you have not previously used the CCRTA's transit system, what is the likelihood that you will use the CCRTA's fixed route transit system now that fares are free?			
◯ Very likely	◯ Moderately likely	◯ Slightly likely	◯ Not likely

16. If you currently use the CCRTA's fixed route transit system, what is the likelihood that you will be taking more trips now that fares are free?			
◯ Very likely	◯ Moderately likely	◯ Slightly likely	◯ Not likely

17. If you currently use the CCRTA's On-Demand (DART / SmartDART) "fare-required" transit system, what is the likelihood that you will shift to the fare free fixed route system for some or all of your trips?			
◯ Very likely	◯ Moderately likely	◯ Slightly likely	◯ Not likely

Intercity Bus Travel

1. Do you use the Peter Pan or Plymouth-Brockton bus (intercity) to Boston or Providence?
◯ Yes
◯ No

2. Why do you use intercity buses?	
◯ Work	◯ Airport
◯ Medical	◯ Leisure
◯ Other (please describe)	

3. How often do you travel by intercity buses?	
◯ Multiple times a week	◯ Once a week
◯ Every other week	◯ Monthly
◯ A few times a year	◯ Rarely

4. Have you ever experienced any of the following problems during intercity bus trips? (Check all that apply)	
◯ Delays	◯ Overcrowding
◯ Cancellations	◯ No parking available at Park and Rides
◯ Other (please describe)	

5. What aspects of intercity bus travel are most important to you?	
◯ Ticket price	◯ Travel time
◯ Frequency	◯ On-time performance
◯ Seat availability	◯ Other (please describe)

6. What other destinations would you like access to other than Boston?

Demographics

1. What category best describes you?	
◯ Year-round Cape Cod resident	◯ Seasonal resident
◯ Owner of a vacation home on Cape Cod	◯ Visitor to Cape Cod
◯ Work on Cape but live off Cape	◯ Seasonal worker / J1 student
◯ Other (please describe)	

2. Which of the following describes your situation best?	
◯ Employed full time / Self-employed	◯ Employed part-time
◯ College student	◯ Student (Grades 1-12)
◯ Retired or unemployed	◯ Unemployed but seeking employment
◯ Homemaker	◯ Other (please describe)

3. What town do you live in?		
◯ Barnstable	◯ Bourne	◯ Brewster
◯ Chatham	◯ Dennis	◯ Eastham
◯ Falmouth	◯ Harwich	◯ Mashpee
◯ Orleans	◯ Provincetown	◯ Sandwich
◯ Truro	◯ Wellfleet	◯ Yarmouth
◯ Off-Cape (please specify)		

4. How many people are in your household (including you)?		
◯ 1 person	◯ 2 people	◯ 3 people
◯ 4 people	◯ 5 people	◯ More than 5 (please specify)

5. Please describe your annual household income (including yours)?			
◯ Less than $10,000	◯ $10,000 - $24,999	◯ $25,000 - $49,999	◯ $50,000 - $74,999
◯ $75,000 - $99,999	◯ $00,000 - $149,999	◯ $150,000 – $199,999	◯ $200,000 or more

6. What is your race?		
◯ White	◯ Black or African American	◯ American Indian or Alaska native
◯ Asian	◯ Native American or Other Pacific Islander	◯ Two or more races
◯ Other (please specify)		

7. Are you Hispanic or Latino?
◯ Yes
◯ No

8. Tribal Affiliation	
◯ Mashpee Wampanoag Tribe	◯ Herring Pond Wampanoag Tribe
◯ Aquinnah Wampanoag Tribe	◯ I do not identify as a member of an Indigenous Tribe
◯ Other (please specify)	

9. What language(s) do you speak at home?	
◯ English only	◯ English and Portuguese
◯ Portuguese only	◯ English and Spanish
◯ Spanish only	◯ Other (please specify)

10. What is your gender?	
◯ Female	◯ Non-binary / third gender
◯ Male	◯ Prefer not to say

11. How old are you?			
◯ 17 and under	◯ 18 - 24	◯ 25 – 34	◯ 35 – 44
◯ 45 - 54	◯ 55 - 59	◯ 60 - 64	◯ 65 or older