

Where do you want to go in South Portland and Scarborough?

Help design new and updated bus services! You can provide input about one or both communities.



Take this survey!

Prefer to take it online? Go to gpmetro.org/nextstop.

1. Please enter the 5-digit zip code for the place where you live or are currently staying?

2. Would you like to give feedback on bus service in South Portland?

☐ Yes ☐ No



If you answered "yes", continue to the next question.
If you answered "no", skip to page 4 to give feedback on bus service in Scarborough.

3. In the last 12 months, have you ridden a bus in South Portland operated by Metro or the City of South Portland?

☐ Yes ☐ No



If you answered "yes", continue to the next question.
If you answered "no", skip to page 3.

South Portland - Bus Rider Questions

4. In a typical month, how often do you travel by bus in South Portland?

- ☐ Every day or almost every day ☐ Less than once per week
☐ 4 times per week or more ☐ Once or twice
☐ 1-3 times per week
☐ Others (please specify)

5. Which bus routes in South Portland do you typically ride (Select all that apply)

- ☐ Route 21 – Willard Square – SMCC ☐ Route 5 – Maine Mall
☐ Route 24A – Broadway - Redbank – Maine Mall ☐ BSOOB – Route 60/
Green Line
☐ Route 24B – Highland Ave – Brick Hill – Maine Mall
☐ Route 3 – Portland – Westbrook – South Portland

6. What are your most common reasons for taking bus trips in South Portland? (Select all that apply)

- ☐ Work ☐ Social activities ☐ Others (please specify)
☐ School ☐ Health services
☐ Shopping ☐ Entertainment

7. Please tell us the location(s) where you typically begin your bus trips in South Portland? For example: Mill Creek, Redbank Village, Willard Square, etc. (Enter as many locations as you like).

8. What location(s) do you travel to by bus most often? (Enter as many locations as you like).

9. What location(s) in South Portland do you wish you could travel to by bus? (Enter as many locations as you like).

10. Of the following service improvements, what do you think should be the top priority? (Select one)

- ☐ Frequent service (buses arrive as frequently as possible)
- ☐ Fast travel times (direct service to major destinations)
- ☐ Direct access to as many destinations as possible (at the expense of speed and frequency)
- ☐ Hours of service – early morning, late night, and weekend service
- ☐ Others (please specify)

11. What would encourage you to use the bus more in South Portland?

12. Do any of the following make it difficult for you to use the bus in South Portland? (Select all that apply)

- ☐ Lack of ramps between roads and sidewalks
- ☐ Distance from your home or place you are staying to the nearest stop is too far
- ☐ Sidewalks are not available
- ☐ Snow and ice not cleared
- ☐ Lack of crosswalks
- ☐ Other

13. Do you have other suggestions about improving bus service in South Portland?

South Portland - Non-Rider Questions

14. What prevents you from using the bus in South Portland? (Choose all that apply)

- | | |
|--|--|
| ☐ Not available within walking distance of locations I need to travel to and from | ☐ Not available at the hours I need to travel |
| ☐ Too confusing to use | ☐ Cost is too high |
| ☐ Not frequent enough | ☐ Takes too long |
| ☐ Not available on weekends | |
| ☐ Others (please specify) | <input type="text"/> |

15. Please tell us where you typically begin your travel in South Portland. For example: Mill Creek, Redbank Village, Willard Square, etc. (Enter as many locations as you like).

16. What location(s) do you travel to most often? (Enter as many locations as you like).

17. What are your most common reasons for day-to-day travel? (Select all that apply)

- | | | |
|-----------------------------------|--|--|
| ☐ Work | ☐ Social activities | ☐ Others (please specify) |
| ☐ School | ☐ Health services | <input type="text"/> |
| ☐ Shopping | ☐ Entertainment | |

18. Of the following service improvements, what do you think should be the top priority? (Select one).

- | |
|--|
| ☐ Frequent service (buses arrive as frequently as possible) |
| ☐ Fast travel times (direct service to major destinations) |
| ☐ Direct access to as many destinations as possible (at the expense of speed and frequency) |
| ☐ Hours of service – early morning, late night, and weekend service |
| ☐ Others (please specify) <input type="text"/> |

19. What would encourage you to use the bus in South Portland?

Scarborough

20. Would you like to give input on the new Metro bus service being planned for Scarborough? Service will include both fixed route service (a set route with a consistent schedule and specific stops) and on demand service (scheduled pick ups within designated zones).

☐ Yes

☐ No



**If you answered “yes”, continue to the next question.
If you answered “no”, thank you for taking the survey!**

21. Choose the options that best describe why you travel in Scarborough. (Select all that apply).

☐ Work

☐ Social activities

☐ Others (please specify)

☐ School

☐ Health services

☐ Shopping

☐ Entertainment

22. Please tell us where you typically begin your travel in Scarborough. For example: Blue Point, North Scarborough, Prouts Neck, etc. (Enter as many locations as you like).

23. What location(s) do you travel to most often? (Enter as many locations as you like).

24. What do you think should be the top priority in planning new service for Scarborough? (Select one).

☐ More frequent service

☐ Direct service to more locations

☐ Shorter travel time on board the bus

☐ Longer hours of service

25. In the last 12 months, have you used bus service available in Scarborough, the BSOOB Route 60/Green Line?

☐ No

☐ Yes

26. How likely are you to use bus service in Scarborough?

☐ Very likely

☐ Likely

☐ Unlikely

☐ Very unlikely

27. What would encourage you to use the bus service in Scarborough?

28. Do you have additional input regarding new bus service in Scarborough?

About You

Please tell us about yourself! This is the last section of the survey. This information will be used to gauge how well we are doing in reaching all segments of the community. Responses will be kept confidential.

29. What type of transportation do you use most during a typical week? (Select three)

- | | | |
|---|--|---|
| ☐ Car/truck (drive self) | ☐ Metro Bus | ☐ Walking or wheelchair |
| ☐ Ride from friends/family | ☐ BSOOB Bus | ☐ Taxi |
| ☐ Bicycle | ☐ Paratransit bus (RTP) | ☐ Ride share services
(i.e. Uber, Lyft) |
| ☐ Other (please specify) | <input type="text"/> | |

30. Are you able to drive a car/truck if one is available to you?

- ☐ Yes ☐ No

31. Do you have a car/truck available to use?

- ☐ Never ☐ Sometimes ☐ Always

32. What is your opinion about the Greater Portland Metro?

- ☐ Very positive ☐ Positive ☐ Neutral ☐ Negative ☐ Very negative

33. What is your current age?

- | | | | | |
|--|----------------------------------|----------------------------------|----------------------------------|--------------------------------------|
| ☐ 15 or younger | ☐ 20 - 24 | ☐ 30 - 39 | ☐ 50 - 59 | ☐ 70 - 79 |
| ☐ 16 - 19 | ☐ 25 - 29 | ☐ 40 - 49 | ☐ 60 - 69 | ☐ 80 or older |

34. What is your gender identity?

35. Which of the following best describes your race/ethnicity? (Select all that apply)

- | | |
|--|--|
| ☐ American Indian, First Nations, or Alaskan Native | ☐ White |
| ☐ Asian or Asian American | ☐ Middle Eastern or North African |
| ☐ Black or African American | ☐ Native Hawaiian or other Pacific Islander |
| ☐ Hispanic or Latinx | ☐ Prefer not to answer |
| ☐ Others (please specify) | <input type="text"/> |

36. What is your approximate yearly household income?

- | | | |
|--|--|---|
| ☐ Under \$24,999 | ☐ \$50,000-\$99,999 | ☐ Over \$150,000 |
| ☐ \$25,000-\$49,999 | ☐ \$100,000-\$149,999 | ☐ Prefer not to answer |

37. What best describes your educational experience?

- | | | |
|--|---|--|
| ☐ Did not attend school | ☐ Some college | ☐ Graduate school diploma |
| ☐ Some high school | ☐ College diploma | ☐ Prefer not to answer |
| ☐ High school diploma | ☐ Some graduate school | |

38. What language(s) do you speak at home? (Select all that apply)

- | | | | | | |
|---|----------------------------------|---------------------------------|-------------------------------------|---------------------------------|----------------------------------|
| ☐ Arabic | ☐ English | ☐ French | ☐ Portuguese | ☐ Somali | ☐ Spanish |
| ☐ Other (please specify) | <input type="text"/> | | | | |

39. Is there anything else that you would like to share?

Thank you for taking this survey!

Please return this survey to Greater Portland Metro.

- Email to: planning@gpmetro.org
- Drop off or mail to:

Greater Portland Metro
114 Valley Street
Portland, ME 04102

Visit gpmetro.org/nextstop to RSVP for workshops, and learn more about the project.

