



PVTA Transit Survey

Please take a minute to help us improve public transit services in the Pomona Valley!

This voluntary survey will help us better understand and improve mobility services provided in the Pomona Valley. PVTA provides its services for the general public (everyone) as well as for seniors and people with disabilities without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. PVTA operates a number of shared-ride on-demand curb-to-curb service riders can request for immediate or scheduled pick-up using a smartphone mobile app or by calling the PVTA call center. PVTA seeks to improve services and would like the public's input.

1. Have you or a member of your household ever used a PVTA on-demand or dial-a-ride service?

(such as Get About, Ready Now, Claremont Dial-a-Ride, or San Dimas Dial-a-Cab)

- Yes
- No

2. If so, which PVTA services have you used? (check all that apply)

- Get About
- Claremont Dial-a-Ride
- Ready Now
- San Dimas Dial-a-Cab
- Pomona Group Ride
- Claremont Group Ride

3. How important is it for you that PVTA provides on-demand services in the Pomona Valley?

- Very important
- Somewhat important
- Not very important
- Not important at all

4. Do you think there is a need for additional or improved on-demand services in the Pomona Valley?

- Yes
- No
- Not sure

5. If available, would you support PVTA enhancing on-demand services (such as expanded service hours, new service locations, quicker response times, or new service types)?

- Yes
- No
- Not sure

6. If you use, or would consider using PVTA's services, which trip types would you use? (select up to THREE)

- Work or commuting
- School or college
- Medical appointments
- Shopping or errands
- Social or recreational trips
- Connecting to Metrolink or other transit
- Other *(explain)* _____



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7. What other transit or transportation services do you or have you used? (select all that apply)

- Foothill Transit
- Access Services
- Metrolink
- LA Metro – A-Line
- TNC (Uber or Lyft)
- Taxi
- Other (which) _____

8. Do you have regular access to and use a smartphone or mobile device?

- Yes
- No

9. How comfortable are you using mobile applications; how likely would you be to use them?

- Very comfortable
- Somewhat comfortable
- Comfortable with help
- Not comfortable
- Would not use them

10. What are your biggest challenges to using PVTA’s on-demand services today? (select up to THREE)

- | | |
|---|---|
| <input type="checkbox"/> Service not available where I live | <input type="checkbox"/> Trip request is outside the service area |
| <input type="checkbox"/> Service hours are too limited | <input type="checkbox"/> Lack of information |
| <input type="checkbox"/> Long wait times | <input type="checkbox"/> I like other travel options |
| <input type="checkbox"/> Fare cost | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Too complicated to determine eligibility | |

11. Overall, how satisfied are you with PVTA’s current on-demand services?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very unsatisfied |
| <input type="checkbox"/> Neutral | <input type="checkbox"/> I have not used the service |

12. If PVTA introduced new or enhanced microtransit services (for example, faster response times, or more flexible service areas), how likely would you be to use them?

- | | |
|--|--|
| <input type="checkbox"/> Very likely | <input type="checkbox"/> Somewhat unlikely |
| <input type="checkbox"/> Somewhat likely | <input type="checkbox"/> Very unlikely |
| <input type="checkbox"/> Neutral | |

13. What is your home zip code? _____

14. What is your work/school zip code (if applicable)? _____

15. How old are you?

- | | |
|--|---|
| <input type="checkbox"/> 17 years or under | <input type="checkbox"/> 41 to 59 years |
| <input type="checkbox"/> 18 to 25 years | <input type="checkbox"/> 60 years or older |
| <input type="checkbox"/> 26 to 40 years | <input type="checkbox"/> Prefer not to answer |

16. Do you have access to a personal vehicle?

- Yes
- No

17. My gender is...

- Male
- Female
- Other



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18. What is your race/ethnicity? (Select all that apply)

- American Indian/Alaska Native
- Asian
- Black/ African American
- White/Caucasian
- Hispanic/Latino
- Other
- Prefer not to answer

19. My total household income is...

- Less than \$25,000
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000 or greater
- \$100,000+
- Prefer not to answer

20. What language do you primarily speak at home?

- English
- Spanish
- Other _____

21. Do you require language assistance when using PVTA services? (Yes / No)

22. Have you experienced any language barriers when using PVTA services? (Yes / No)

23. Would you like to receive notices in another language? If yes, please specify.

24. How did you hear about this survey?

- Public Notice
- Onboard Vehicle
- Friend
- City Notice / Publication
- Social Media
- Other _____

25. Have you previously participated in a PVTA meeting or outreach event? (Yes / No)

Please provide any additional comments, questions, or suggestions:

Please provide your email address if you would like to be kept informed on the study's progress.

Information about [Pomona Valley's Privacy Policy](#)