



POTTSTOWN TRANSIT SURVEY

Thank you for participating in the PART Transit Development Plan survey. The Borough of Pottstown is evaluating current and future transit needs to help improve mobility, accessibility, and connectivity throughout the region. Whether you ride transit today or not, your input will help shape future transportation options.



SURVEY CLOSES JULY 15

Prefer to take the survey online? <https://tinyurl.com/pottstown-tdp>

ABOUT YOU AND TRAVEL PATTERNS

1. What forms of transportation do you use most often? (Select up to 3)

- Drive myself
- Ride with family/friends
- Walk
- Wheelchair or mobility device
- Bicycle
- PART bus service
- Other public transit service (SEPTA, etc.)
- Shared ride/ADA paratransit
- Uber/Lyft/Taxi
- Work from home/no travel

2. Think about the trip you make most often, regardless of how you travel today.

a. Where does this trip usually **START?** (Enter a nearby intersection, neighborhood, or business)

b. Where does this trip usually **END?** (Enter a nearby intersection, neighborhood, or business)

3. Do you currently use PART transit services?

- Yes, frequently (3 or more times per week)
- Yes, occasionally (1–2 times per week)
- Yes, rarely (a few times per month or less)
- No, but I have used PART in the past
- No, I have never used PART

**If you NEVER use public transit,
SKIP questions 4–6.**

TRANSIT USE AND SERVICE NEEDS

4. When you ride transit, what types of places do you usually travel to? (Select up to 3 frequent destinations)

- Home
 - Work
 - School (K-12)
 - College/University
 - Medical/Pharmacy
 - Shopping
 - Entertainment
 - Church
 - Errands or Personal Business
 - Other (please specify)
-

5. What is the main reason you use public transit?

- To save money
 - To save or better utilize time
 - It is a safer/less stressful way to travel
 - I don't have a car or am unable to drive
 - It is better for the environment
 - Other (please specify)
-

6. Which route(s) or service do you use most often? (Select all that apply)

- Blue Line
- Purple Line
- Yellow Line
- Green Line
- Orange Line
- SEPTA Route 93
- ADA Paratransit

7. How would you currently rate PART service?

- Excellent
- Good
- Fair
- Poor
- I do not use PART

8. If transit service were improved, how likely would you be to use PART more often?

- Very likely
- Somewhat likely
- Neutral
- Unlikely
- Very unlikely

9. On what days would transit service be most useful to you? (Select all that apply)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> None, I work from home |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> None, I am unemployed, retired, or unable to work |
| <input type="checkbox"/> Thursday | |
| <input type="checkbox"/> Friday | |
| <input type="checkbox"/> Saturday | |

10. During what times of day do you most need transportation options? (Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Early morning (before 6 AM) | <input type="checkbox"/> Evening (6–10 PM) |
| <input type="checkbox"/> Morning (6–9 AM) | <input type="checkbox"/> Late night (after 10 PM) |
| <input type="checkbox"/> Midday (9 AM–3 PM) | <input type="checkbox"/> Weekend daytime |
| <input type="checkbox"/> Afternoon (3–6 PM) | <input type="checkbox"/> Weekend evenings |

BARRIERS TO TRANSIT USE

11. What prevents you from using public transit in Pottstown more often? (Select up to three)

- Service does not go where I need to travel
- Bus times or frequency do not match my needs
- Service is not reliable (late or inconsistent)
- It is difficult to get to or wait at bus stops
- I prefer driving or another way of traveling
- Cost of fares
- Safety concerns
- Accessibility or mobility challenges
- I am unfamiliar with how to ride the bus
- Other (please specify)

- Not applicable, PART meets my travel needs

FUTURE TRANSIT PRIORITIES

12. Which type of transit service would you be most interested in using?

- Regular bus routes with scheduled stops and times
- On-demand shared ride service that can be booked as needed
- A combination of both
- Unsure

13. What transit service improvements are most important to you? (Select your top 3)

- Better connections within Pottstown
- Better connections to places outside Pottstown
- More frequent service
- More reliable service
- Longer WEEKDAY service hours
- Longer WEEKEND service hours
- More direct routes
- Maintain affordable fares
- Improved bus stops and amenities
- Other (please specify)

14. What transit amenity improvements are most important to you? (Select your top 3)

- Bus shelters or seating at stops
- Better lighting at stops
- Sidewalks and safer access to stops
- Real-time bus arrival information
- Cleaner stops and buses
- Easier fare payment options
- Improved accessibility for people with disabilities
- Better transit information, maps, and signage
- Better customer service
- Other (please specify)

COMMUNICATION PREFERENCES

15. How would you prefer to receive transit updates and service alerts? (Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> PART myStop mobile app | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Other mobile apps
(Google Maps, Transit App, etc.) | <input type="checkbox"/> Printed schedules/flyers |
| <input type="checkbox"/> Text message | <input type="checkbox"/> Local newspaper/radio |
| <input type="checkbox"/> Email | <input type="checkbox"/> Community organizations |
| <input type="checkbox"/> Website | <input type="checkbox"/> Other (please specify) |
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FINAL COMMENTS

Please share any additional comments, concerns, or ideas related to public transit in the Pottstown area.

TELL US ABOUT YOURSELF

These questions are **OPTIONAL** and help us understand who we reach with the survey.

What is your age group?

- Under 18
- 18-24
- 25-44
- 45-64
- 65 or older
- Prefer not to answer

Select the racial/ethnicity group with which you identify. (Select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White
- Prefer not to answer

Do you speak a language other than English at home?

- Yes (please specify) _____
- No

Do you have any mobility limitations that need accessible transportation?

- Yes
- No
- Prefer not to answer

How many vehicles are available in your household?

- 0
- 1
- 2
- 3 or more

Select the option that best fits your current occupation:

- Student
- Part-time employment
- Full-time employment
- Military
- Retired, homemaker, unemployed, or unable to work

What is your annual household income?

- Less than \$25,000
- \$25,000 to less than \$50,000
- \$50,000 to less than \$75,000
- \$75,000 to less than \$100,000
- \$100,000 or more
- Prefer not to answer

COMPLETED SURVEYS ARE DUE BY JULY 15, 2026.

Please return your completed survey by either of the following methods:



**Drop it off with a
PART bus driver**



Mail or drop it off to:

Pottstown Borough Hall
Third Floor Administration
100 E High St, Pottstown, PA 19464