

Westchester County Mobility & Transit Plan

Key Results of Spring 2021 Online Survey

About the Survey

- Used Maptionnaire and SurveyMonkey online tools
- Ran from January 25 through March 24, 2021
- Publicized on the project website
- Open to anyone who travels to, from, or within Westchester County
- 536 respondents, including both Bee-Line bus riders and those who don't ride the bus

Note: This survey reflects characteristics of respondents and may not be a representative sample of all travelers.

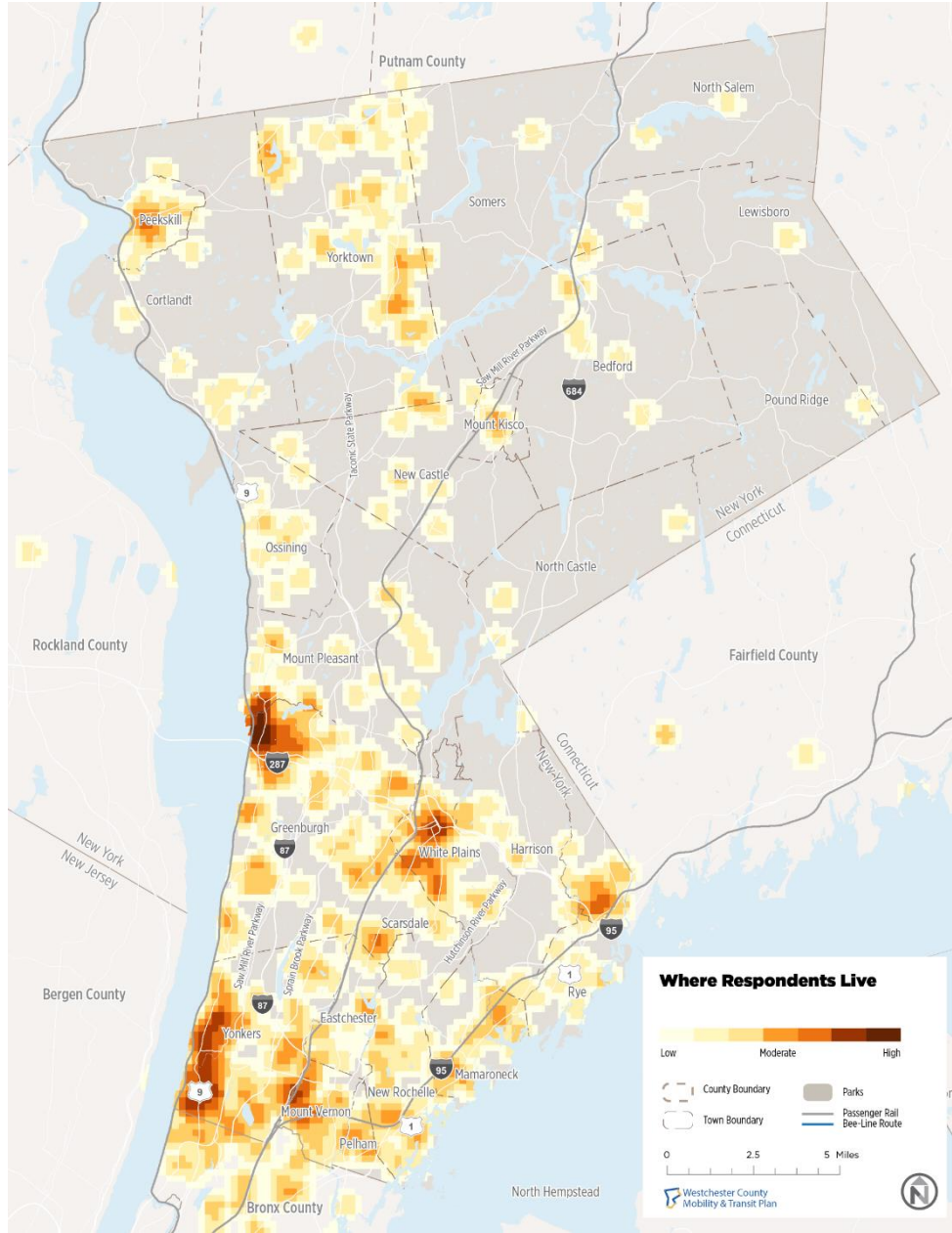
Respondent Characteristics

- 536 total respondents
- 61% are employed full time
- 65% earn less than \$100k per year
- 60% own a home
- 30% do not currently ride Bee-Line buses

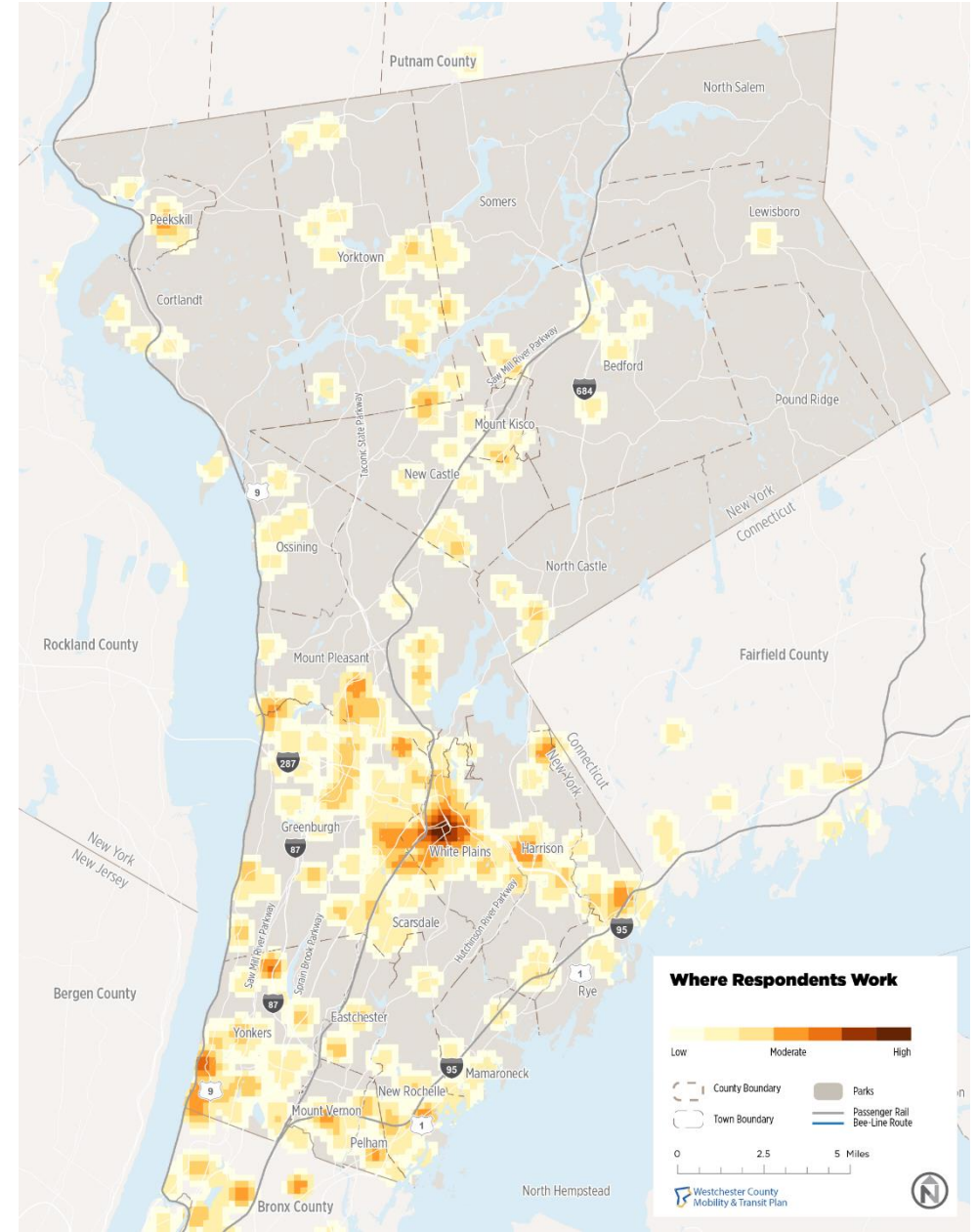
Highlights From General Survey Questions



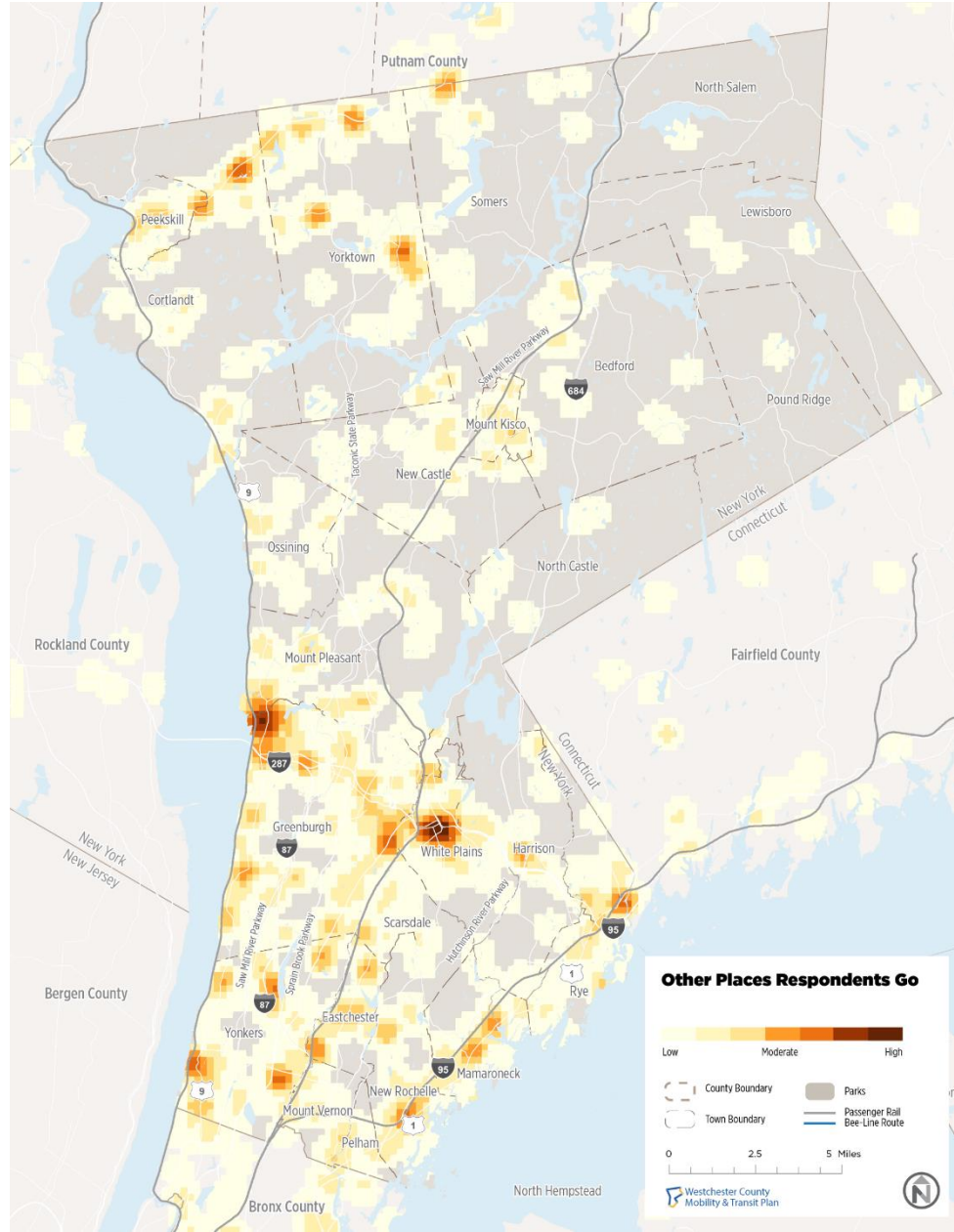
Where Respondents Live



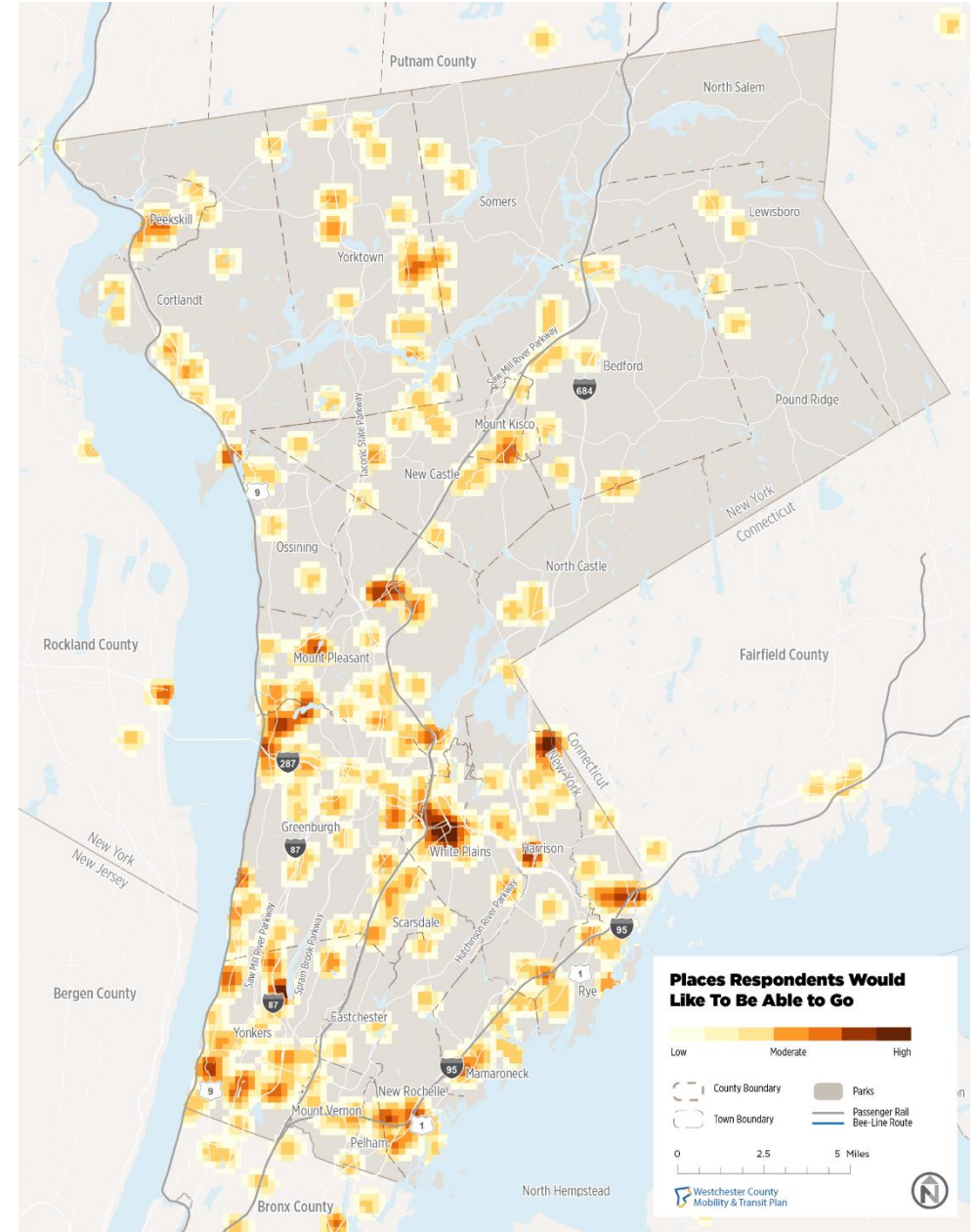
Where Respondents Work



Other Places Respondents Travel Today

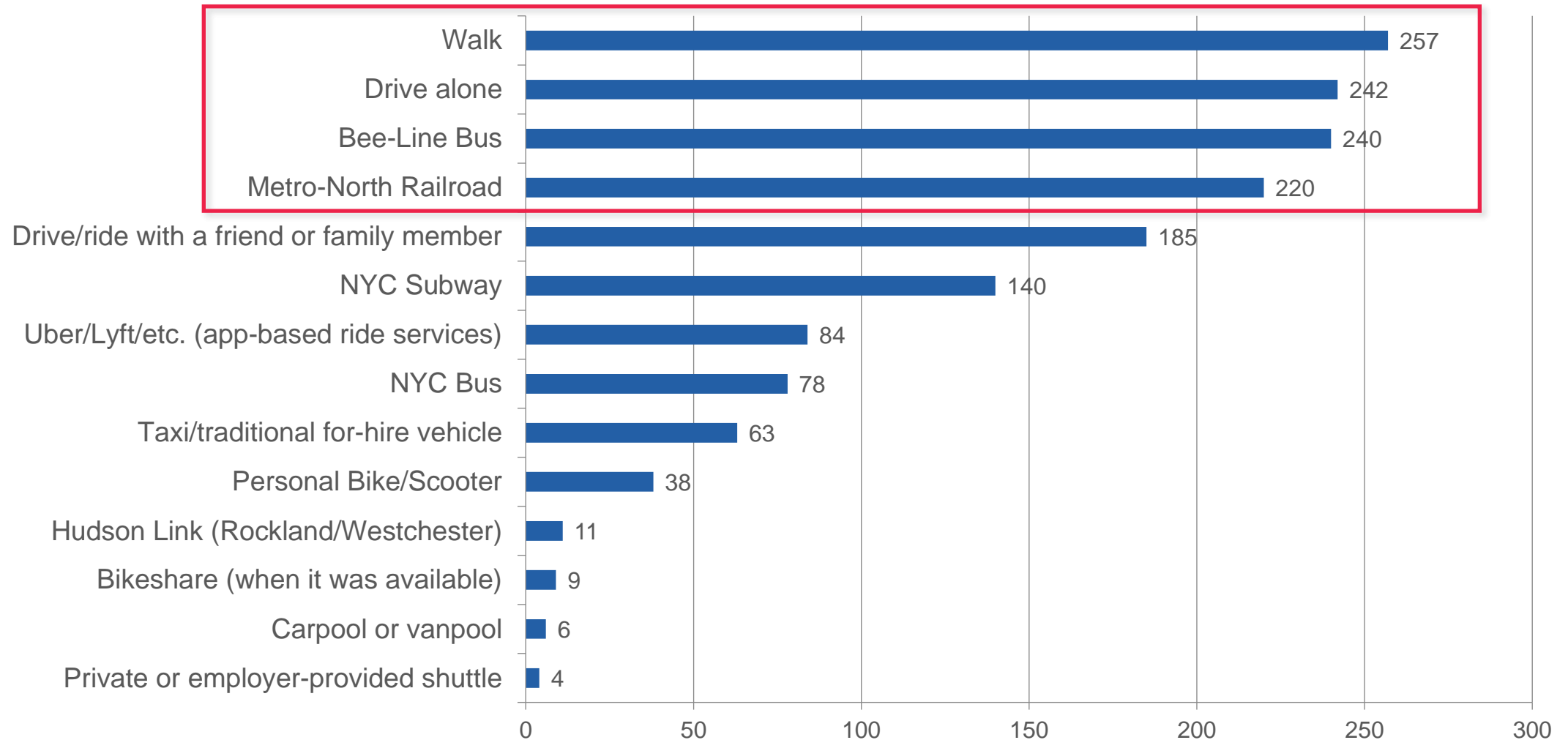


Places Respondents Want to Go



On a typical day before the pandemic, what transportation services did you use?

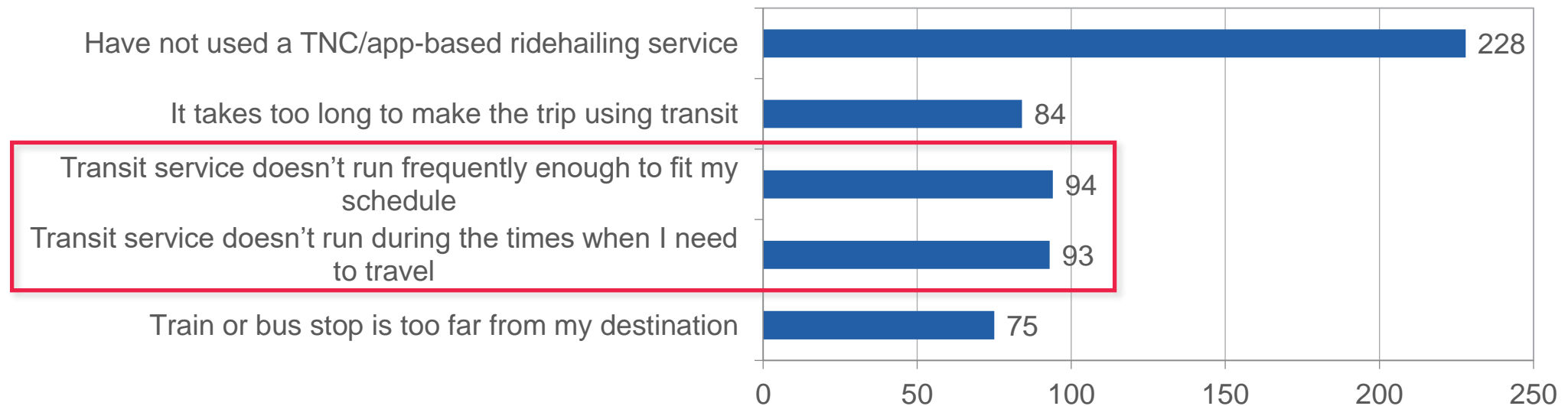
(Choose all that apply)



Have you ever used a TNC/app-based ridehailing service (i.e., Uber/Lyft/Via) instead of taking transit? If so, why?

(Choose all that apply)

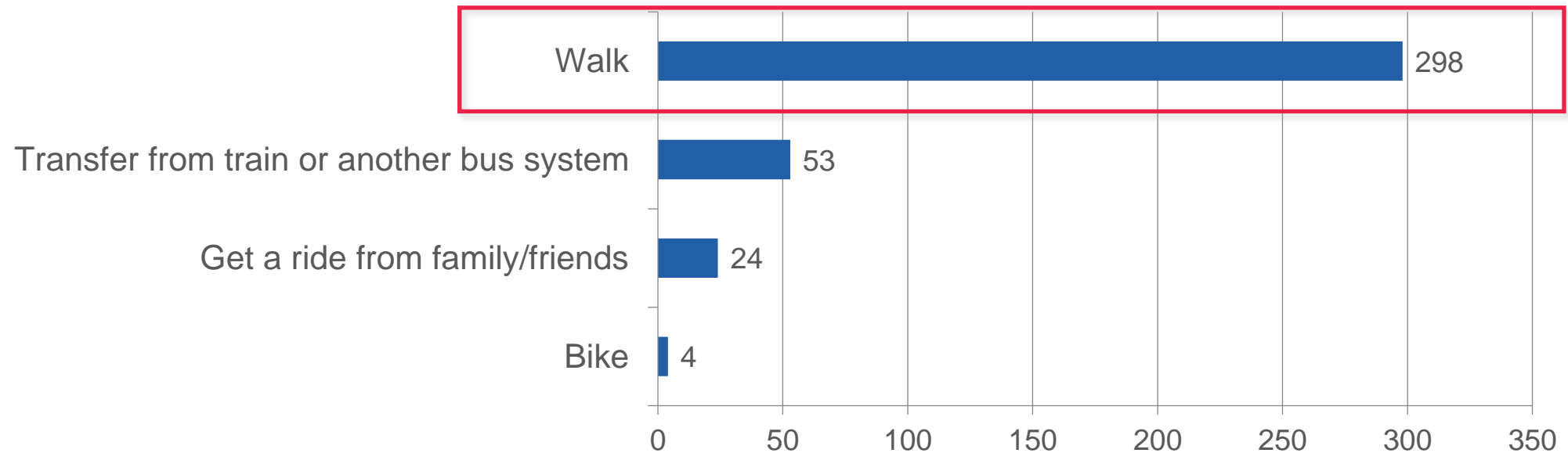
Respondents have used an app-based ridehailing service instead of transit for a variety of reasons, particularly because service does not run frequently enough or at all when they need to travel.



If you use Bee-Line, how do you typically get to bus stops?

(Choose all that apply)

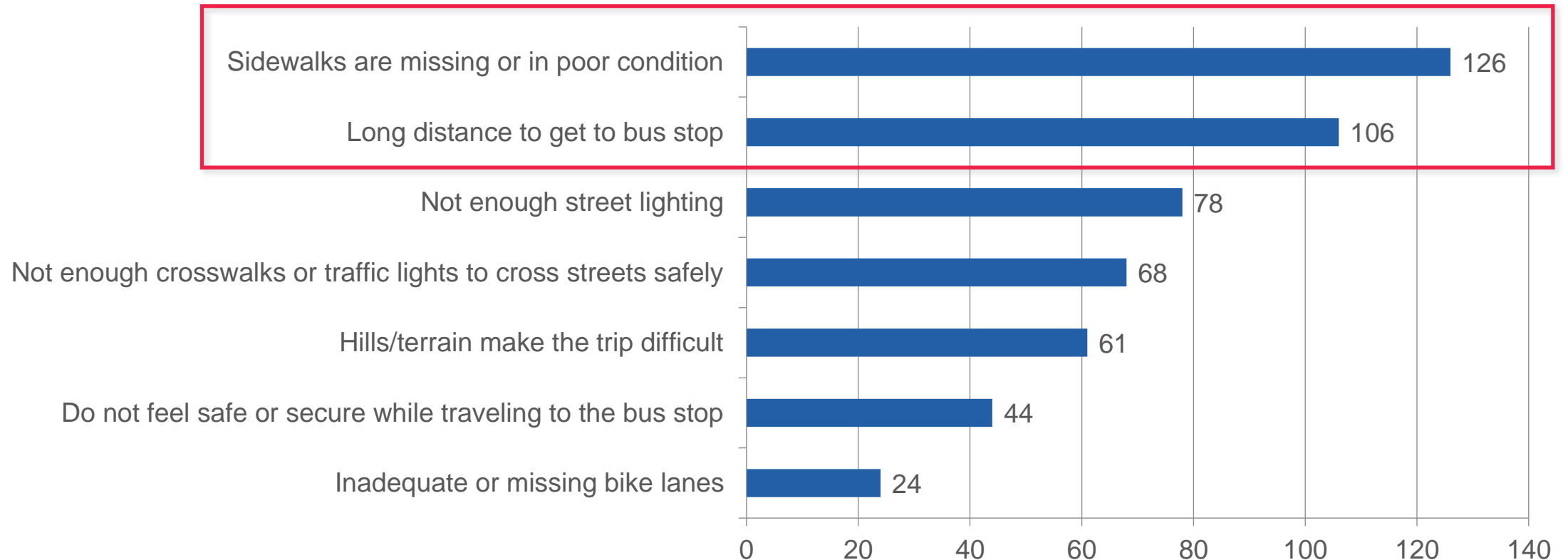
Most Bee-Line riders typically walk to/from bus stops.



Are there any challenges getting to or from bus stops?

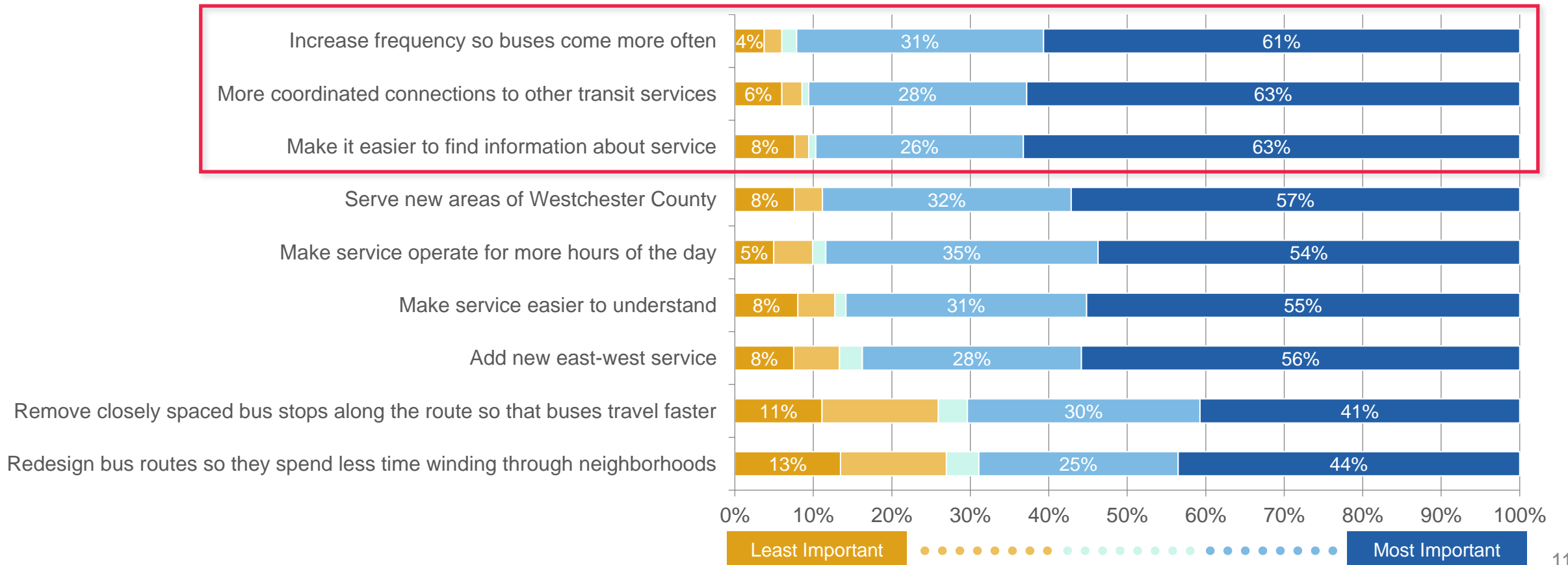
(Choose all that apply)

Poor sidewalks and long distances were the top two challenges cited in getting to/from bus stops.



If you do not typically use Bee-Line bus service, what would make you more likely to use it in the future?

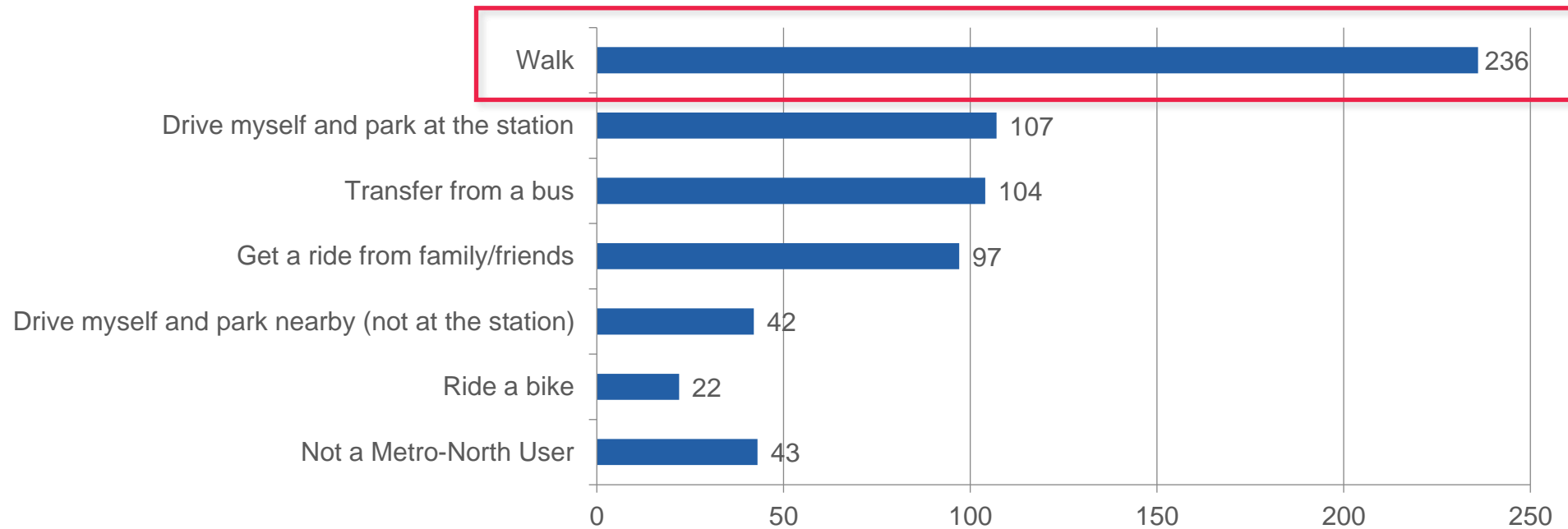
Increased frequency, more coordinated transit connections, and ease of finding service information were all reported as Important or Most Important by at least 90% of respondents.



When you typically use Metro-North, how do you travel to and from the station?

(Choose all that apply)

The largest share of respondents walk to Metro-North stations, followed by driving & parking at the station, transferring from a bus, and being driven to the station.



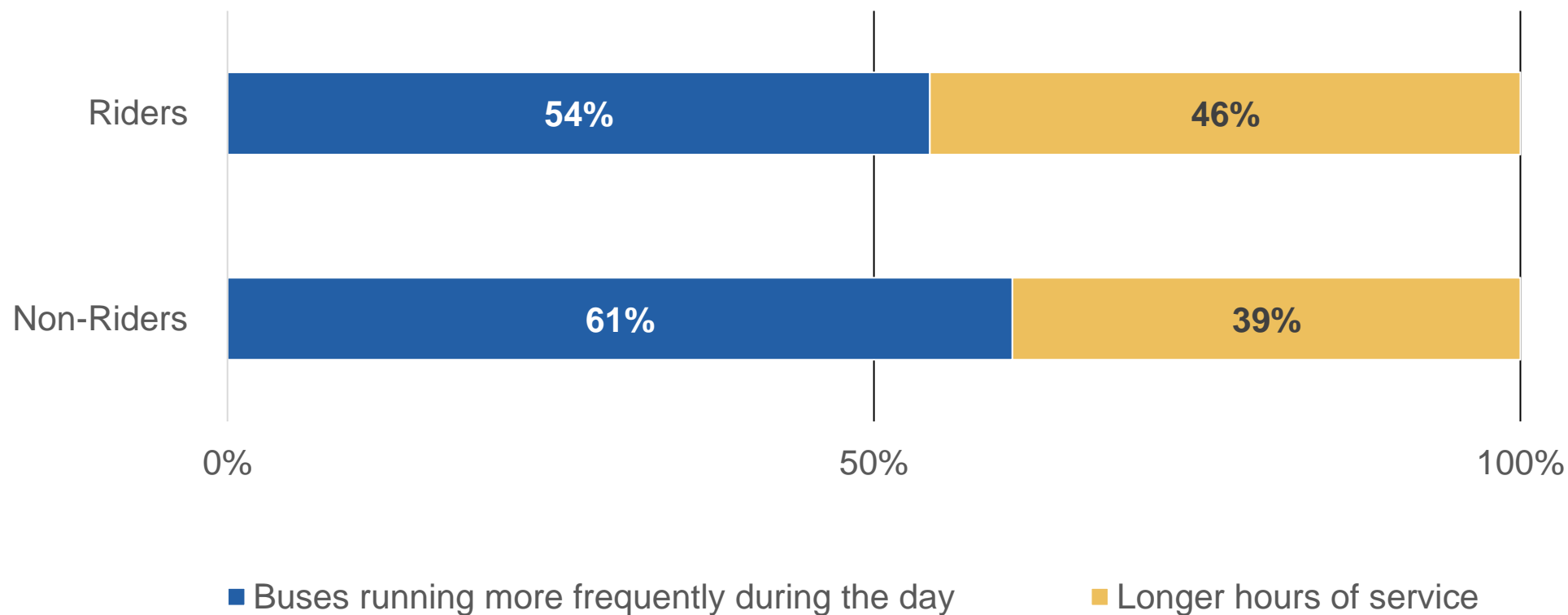
Highlights From Tradeoff Questions

Bee-Line Riders and
Non-Riders



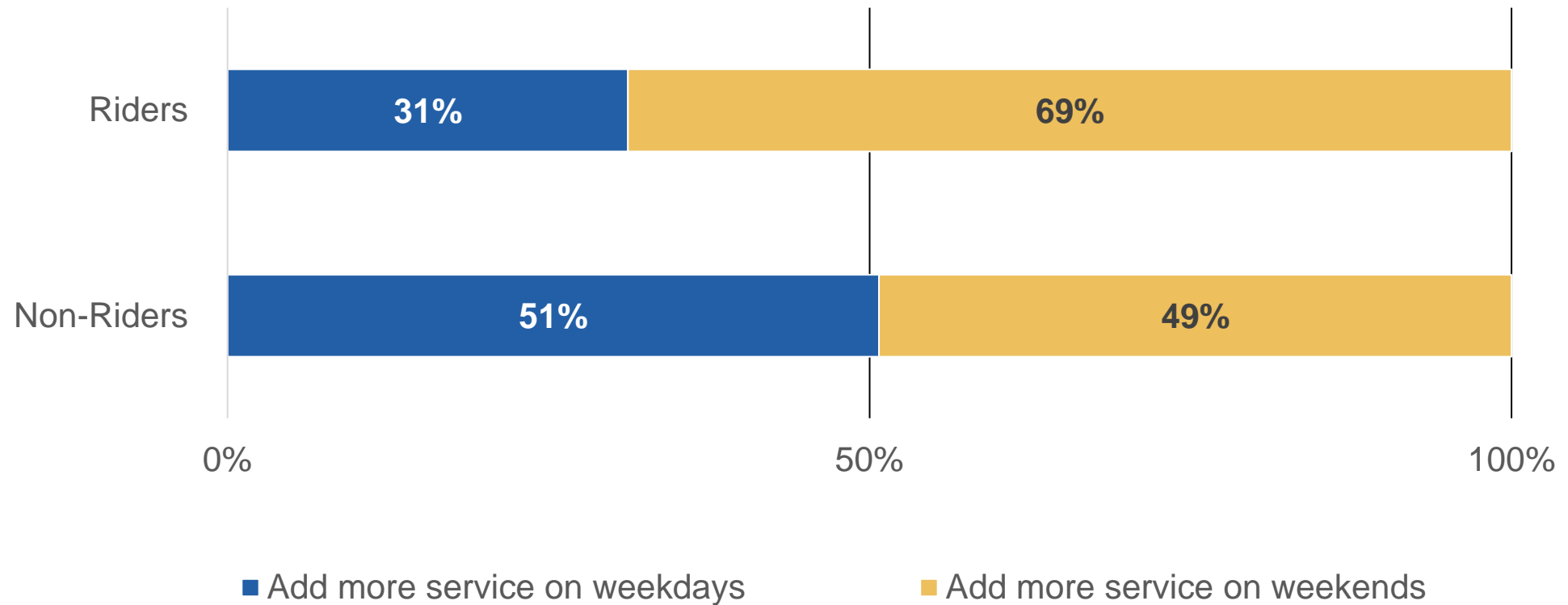
Tradeoff Question:

For weekday service, would you prefer to have more buses running more frequently or having more service earlier or later in the day?



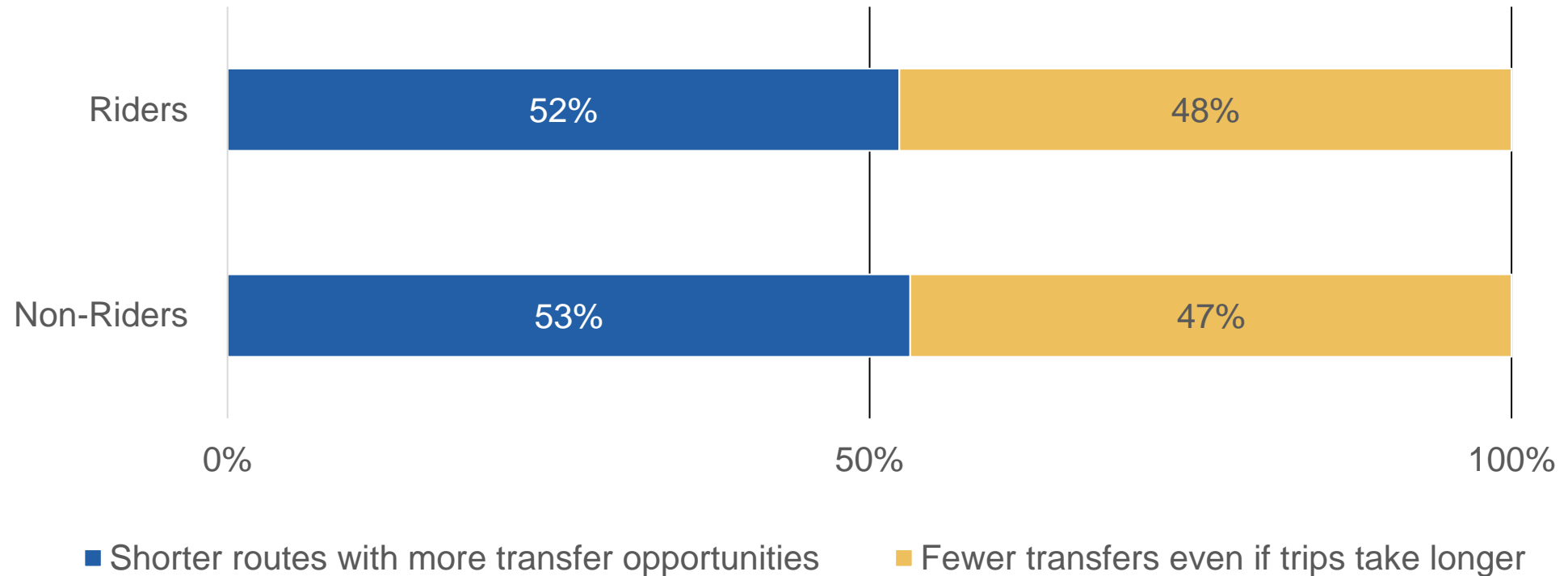
Tradeoff Question:

Would you prefer to see more service on weekdays or on weekends?



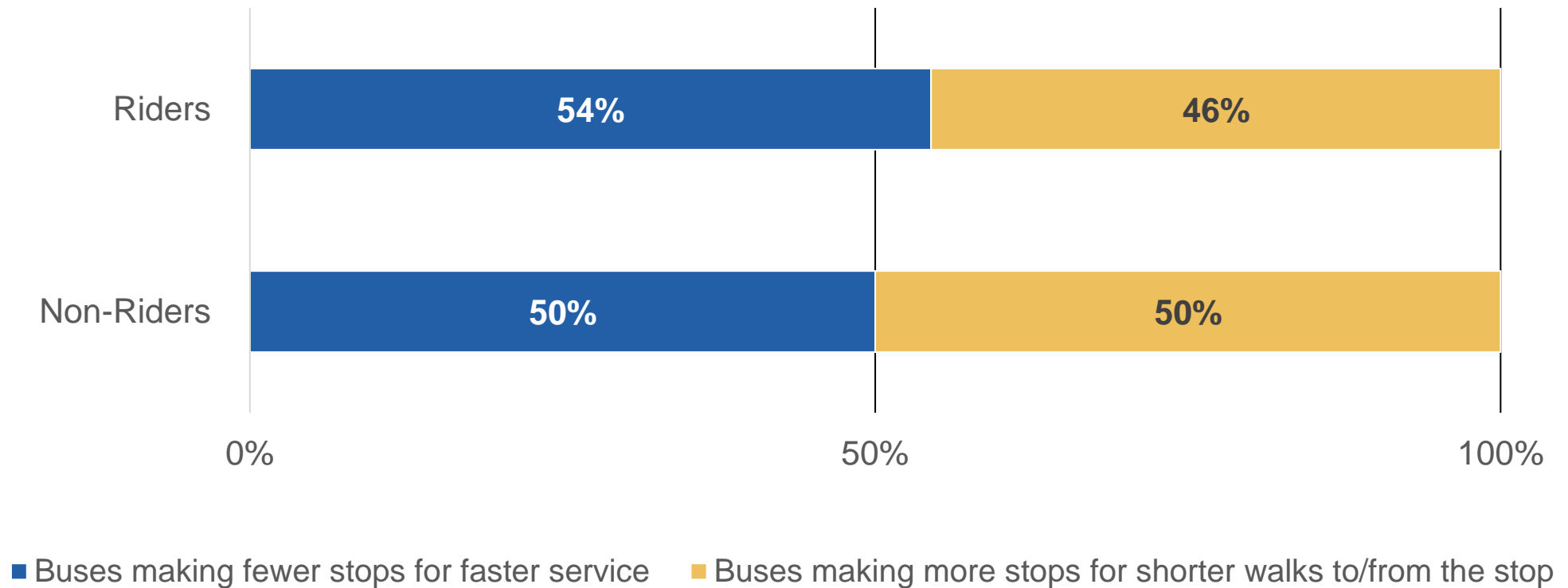
Tradeoff Question:

Would you prefer bus routes that are shorter with more opportunities to transfer, or trips with fewer transfers even if they take more time?



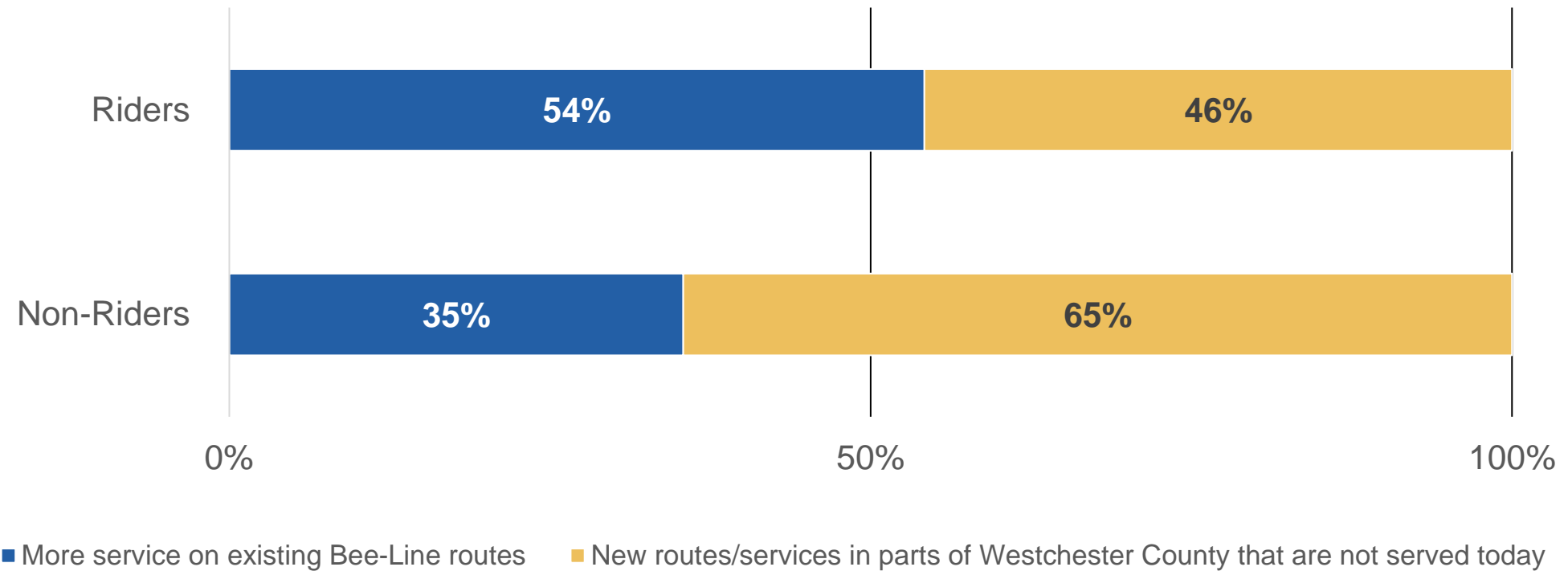
Tradeoff Question:

Would you prefer bus routes that stop less often for faster service, or routes that have more stops and limit walking distance?



Tradeoff Question:

Would you prefer more service on existing bus routes, or new routes in other parts of the county?



A complete summary of survey results will be included in the final project report.

For more information about the project, please visit:

www.WestchesterMobility.org



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