1) Identification Section
2) *Of the clients you have contact with most often through your agency, what is the primary purpose of that contact?*
   a. A majority (51%) of the contacts were reported to be for the purpose of Human/Social Services, including assistance for people with disabilities (17%) and housing assistance (7%).
   b. Transportation was the second most common purpose (15%), with other purposes (Health Care, Education, Employment and Advocacy) each comprising less than 10% of the responses.
3) *How many clients does your organization assist?*
   a. Most of the agencies serve fewer than 1,500 clients. 28% serve 1,500 or more.
   b. 23% of respondents said they served less than 100 clients. 29% serve 100-499 and 18% said they assist 500-1,499.
   c. When outliers (organizations serving more than 15,000 clients) are excluded, the mean number of clients assisted is 1,749.
   d. Five agencies reported serving zero clients.
   e. One agency reported serving over 90,000 clients.
4) *In what county is your organization located?*
   a. Allegheny County is the base for the highest number of agencies, with 136 (48%). Butler has 10%.
5) *Please rank order of significance of the transportation issues listed below as they relate to ACCESS TO JOBS:*
   a. Cost was listed as the most significant factor in 40% of the responses. Lack of service for 2nd and 3rd shift jobs and weekends was the most significant factor in 31% of responses.
   b. Other factors receiving #1 rankings include Lack of soft skills (17%) and Length of commute (11%).
6) *Please rank order the significance of the transportation issues listed below as they relate to ACCESS FOR PEOPLE WITH DISABILITIES*
   a. The answers were fairly evenly distributed, with 34% of respondents listing Lack of same day trip scheduling as the #1 issue; 30% said Reliable on-time performance was the #1 issue; and 22% put Safe pedestrian access as first and another 15% ranked Uninformed trip decision makers as the top issue.
7) *Please rank in order of significance of the transportation issues listed below as they relate to ACCESS TO INFORMATION ABOUT TRANPORTATION ISSUES.*
   a. The issue most often listed as most important is Difficulty finding service information, which was the top issue on 40% of responses.
   b. Not far behind, however, No centralized information center was listed as #1 by 35% of responses. The third answer, Inaccurate and inconsistent information was picked first by 21%.

8) *Please rank order the significance of the transportation issues listed below as they relate to ACCESS TO TECHNOLOGICAL SOLUTIONS FOR TRANSPORTATION:*
   a. The issue identified most often was A coordinated region-wide trip planning system, which was ranked #1 by 41% of respondents. This would seem to be an important result, given the current work to build trip-finding capabilities into the fixed route and shared ride systems.
   b. The other responses were Use of technology for improved transportation systems (ranked first by 22% of respondents) and Cost/benefit of technology in transportation (19%).
9) *Please rank order the significance of the transportation issues listed below as they relate to ACCESS TO LEGISLATORS FOR ADVOCACY PURPOSES:*
   a. A majority (55%) of respondents said that Establishing sustainable funding for transit was the #1 issue. The other two responses, Little or no flexibility in the use of transportation funds and Convincing employers that they have a role in access to jobs were chosen much less often (24% and 20%, respectively).
10) *What other transportation issues or gaps, if any, are you aware of that were not covered in the previous questions?*
    a. This open-ended question yielded 283 responses, with only a handful of them the same. Thirteen responses (5%) suggested Bus route cuts as an issue while 10 said Rural area transportation coverage.
    b. The other responses each garnered less than 10. The responses noted more than once include:
       i. Evening/Late night/weekend service
       ii. Availability/Lack of public transportation in certain areas
       iii. No service between counties
       iv. Access to medical appointments
       v. Taxi service must be more available
       vi. Making public transportation more affordable/Rising cost
       vii. Ensuring childcare transportation for working parents
       viii. 84B cuts
       ix. Access for disabled
       x. Need routes with few users but great need.
11) *Assume that you were asked to distribute $100 to fund programs and services aimed at improving transportation issues identified previously in the survey. How would you distribute the $100 across these five issues?*
    a. *ACCESS TO JOBS*
       i. The average amount apportioned to ACCESS TO JOBS was $37.73. Five respondents opted to allocate zero dollars while 11 chose to give more than $75.
    b. ACCESS TO LEGISLATORS FOR ADVOCACY PURPOSES

i. The vast majority of respondents (94%) gave fewer than $25 for this issue, with 20% allocating no money at all. Only 14 respondents (5%) gave between $25 and $50. None allocated more than $50.

ii. The average amount allocated for this issue was $9.26.

c. ACCESS TO INFORMATION ABOUT TRANSPORTATION OPTIONS

i. Again, the majority of respondents (86%) distributed less than $25 to this issue, with 11% of respondents allocating nothing. No respondent gave this issue more than $50.

ii. The average amount allocated was slightly higher than for Access to legislators, at $13.93.

d. ACCESS FOR PEOPLE WITH DISABILITIES

i. This issue garnered some support, with 48% of respondents willing to allocate $25-$50.

ii. 44% of respondents allocated less than $25 while another 10 respondents (4 %) answered that they would give no money for this issue.

iii. Some higher level support is also present, with five respondents (2%) willing to put $51-$75 into the issue and another seven (3%) opting for more than $75.

iv. The average amount allocated for the issue of access for people with disabilities was $27.13.

e. ACCESS TO TECHNOLOGICAL SOLUTIONS

i. This issue did not strike the respondents as pressing, with 91% allocating less than $25 to it—14% of those putting $0 into it. Only 25 respondents (9%) put more than $25 into this issue, all in the $25-$50 range.

ii. The average allocation was $11.95.

12) *When you think about the people served by your organization,*

a. *FROM what one general (or specific) area is the majority of your clients traveling?*

i. With 263 responses, there was a large number of answers to this open ended question, ranging from counties (9 responded Indiana County, 6 answered Butler County and 6 said Washington County) to cities (5 answered Washington City, and 5 said New Castle) to neighborhoods (5 answered Hill District).

ii. The Hill District was the most common answer for a Pittsburgh neighborhood. Other neighborhoods mentioned included:

1. North Side (4)
2. Downtown (3)
3. South Hills (3)
4. North Hills (2)
5. Oakland (2)
6. Carrick (1)
7. Mt. Washington (1)
8. Strip District (1)
9. Homewood (1)
10. "Pittsburgh" (1)

11. South Side (1)
12. City's east, north, south and west ends (1)
  iii. By far, the most common answer was "No one particular area/all over," with 140 responses.
b. *TO what one general (or specific) area is the majority of your clients traveling?*
  i. Destinations were somewhat more concentrated, although "No one particular area/all over" still garnered 145 of the 258 responses.
  ii. The most common specific destination given was Pittsburgh's Oakland neighborhood (12).
  iii. Butler County was the second most common, with 11 responses. (Does this indicate a workforce going to the Cranberry shopping district? Five respondents listed Cranberry.) Indiana County and Washington County appear nine times each.
13) *What is your agency's annual transportation budget?*
a. Almost half (47%) of the participants declined to answer this question, leaving a base of just 152 responses.
b. More than half of the agencies (55%) reported that their budget was Zero.
c. At the other end, 20 respondents (13%) put their budgets at over $1 million.
d. This wide range of agency capacities leads to a mean budget of $773, which is clearly not a representative or useful statistic.